

Job Description

Job Title: Customer Service Delivery Agent

Department: Customer Service

Reports to: Consumer Affairs Manager

Location: Head Office

Responsibilities

- Deliver cash to agents and customers using Company's bike
- Educate customers on the use of the TipMe app
- Perform TopUp and Withdrawal services for Customers
- Register new customers
- Educate customers on Company's products and services, functionalities, features, and competitive advantage
- Capture and monitor customer complaints at the point of delivery and resolve, where possible. In instances wherein those complaints cannot be resolved at the point of delivery, Customer Service should be contacted for resolution.
- Handle all enquiries/requests of customers and ensuring resolution at the point of delivery, where possible. In instances wherein those enquiries/requests cannot be resolved at the point of delivery, Customer Service should be contacted for resolution.
- Serve as a Field Ambassador and carrying out all duties required by the Company

Requirement and Skills

- Customer service skills
- Proven experience operating a motorcycle and valid license
- Knowledge of roads in and out of Monrovia
- Available to work weekends and holidays
- Polite and professional disposition
- Punctual
- Ability to remain calm in stressful situations. (e.g. minor accident or arrested by police officer).
- Ability to work well with others and be able to pay attention to detail
- Ability to accept criticism or unfavorable feedback upon delivery of cash
- Must be sensitive, empathetic, and understanding
- High school diploma



Applicant may send their CVs to hr@tipmeliberia.com before Friday, May 10, 2024