



TRINITY TECHNOLOGIES LTD
Progress through Technology

MOL



CUSTOMER CARE OFFICER JUBA (2) – Terkeka (1)

m-Gurush, is the first mobile money services in South Sudan offered by Trinity Technologies Ltd. This is the fastest growing mobile money service in the country with latest and innovative technology platform. We are currently looking for suitable candidate to fill the Customer Care Officer Role.

Main Purpose of the role

Customer Care Support is responsible for the implementation of the strategic positioning and execution of all m-GURUSH Customer Care Operations. He/she ensure consistent superior customer care, quality customer's satisfaction, Team work, team development and continuous review of best customer care practices.

Main Duties and Responsibilities

1. Provide customers with m-GURUSH information by clearly explaining procedures; answering questions; providing information, managing and resolving customer complaints.
2. Onboarding customers on the m-GURUSH platform using the laid down KYC processes and procedures.
3. Ensuring deposits, withdrawals and float mare done smoothly to ensure customers are served promptly within the laid down service level agreements.
4. Offering other services such as sale of airtime, etc.
5. Identify and escalate priority issues and where necessary, follow up customer concerns.
6. Document all customer interaction information according to standard operating procedures by providing daily reports.
7. Maintain and improves quality results by adhering to standards and guidelines and recommending improved procedures.
8. Updates self on job knowledge by studying and understanding product descriptions and/or new processes.
9. Recommend process improvements for process excellence.
10. Recognize, document and alert the customer service manager of trends in customer complaints and document feedback
11. Ensure branding (Picture of success) and cleanliness standards are upheld in all care centers
12. Maintains communication equipment and all telephone extensions/ phones are in working order and reporting problems promptly

Job Requirements

1. A completed Degree/Diploma in a Business related fields
2. Mature and self-driven person
3. Ability to coordinate and work swiftly with minimum supervision.
4. Minimum 1-2 years of Experience in cash handling.
5. Good interpersonal skills
6. Ability to communicate both verbal and written(Arabic, English and other local language)

Interested applicants with the requisite skills and qualifications are requested to submit their applications attaching a CV, Copies of Certificates, National ID and (2 or 3) references to recruitment@trinitytechnologies.tech or Hand delivery to our office in **Hai Malakal – Juba or Terkeka Town at Trinity Energy Petrol Station** on or before the close of business **Friday, 24th March 2023 at 5:00pm.**

Your application subject should clearly indicate position and job location.



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