



CALL CENTRE AGENT TOR

Background

EAFF developed e-GRANARY which is a mobile based digital platform that facilitates the **meeting of demand and supply** of agricultural produce and inputs, **reduces cost to serve and risks** to enable financial institutions gainfully invest in small holder farmers giving them support from seed to market for **increased productivity, incomes and livelihoods**.

e-GRANARY objective is to collect information on farmer's bio data, geographic location of farmers and their farms, type of crop they grow, amount of seeds they have planted in a particular season and the harvest they achieve per season. e-GRANARY uses this information provided by farmers to link farmers directly to potential buyers of their produce, get farmer's production history for the agricultural credit access, access to agricultural mechanization, e-extension, e-Insurance, access to quality inputs at reasonable prices and to inform policy intervention at national and regional levels.

e-GRANARY is looking for an intern to in their call centre to help receive calls from farmers and reach to farmers other stakeholders in the ecosystem. More details below

Job description and Key responsibilities

- Make outbound calls to interested farmers to educate them about e-GRANARY services with the goal of signing them up.
- Accurately capturing of farmers/customers profile into the system, including a detailed sales survey.
- Verify farmers' loan packages prior to disbursement.
- Diligently handle farmers'/ customers' inquiries via telephone and or SMS.
- Manage and resolve farmers'/customers'/partners' complaints.
- Provide farmers and prospective clients with product and service information by clearly explaining procedures; answering questions and queries; providing information in accordance with the Company's policies and procedures.
- Identify and escalate priority issues that need to be handled at a different level, and do the necessary follow up of customer concerns.
- Accurately document all customer interaction information according to standard operating procedures as the Company shall detail to you from time to time.



- Ensure high quality results but adhering to standards and guidelines as well as identify customer service process gaps and recommend improvement in procedures. In case of process gaps where a possible solution is not in sight, you can escalate it to the relevant team to follow up.
- Treat farmers with respect and maintain high standards of customer care while attending to your duties.
- Take care of the company's assets that are accorded to you individually as well as those meant for common use.

Call Center Agent Qualifications / Skills:

- Verbal communication
- Phone skills
- Listening
- Data entry skills
- People skills
- Informing
- Customer focus
- Customer service
- Attention to detail
- Professionalism
- Multi-tasking

Education, Experience, and Licensing Requirements:

- University/college degree is an asset.

Submission criteria

Interested applicants are cordially invited to submit their applications together with their detailed CV with contact details of three referees to: procurement@eaffu.org on or before Friday 27th March 2020.