

CALL CENTRE AND ADMINISTRATION OFFICER

Position:	Call Centre and Administration Officer
Reporting to:	Country Out-growers Manager
Location	Kampala
Duration:	1 year contract renewable based on performance

e-GRANARY aggregates farmers for market leveraging technology running on mobile phones to help smallholder farmers improve production and maximize their profits. e-GRANARY aims to reach over 100,000 farmers in Eastern Africa and transform their livelihoods. We are looking for Call Centre and Administration Officer to help us manage customer (mostly farmers) calls, introduce efficiency in our administration and effectively support the internal team.

Purpose of the Job

The Call Centre agent will provide Call Centre and Administrative Support to the e-GRANARY Uganda.

Key Job Responsibilities

Call centre responsibilities

- Answer incoming calls and respond to farmers queries especially those related to Good Agricultural Practices (GAP)
- Management and resolve farmers complaints
- Identify and escalate issues to country Out-grower Manager
- Provide e-GRANARY product and service information to farmers
- Advice farmers on issues related to certified inputs and postharvest management practices.
- Research required information using available resources
- Route calls to appropriate resources
- Document all call information according to standard operating procedures
- Follow up farmers and partners calls where necessary
- To assist in all administrative functions related to the Project

Educational qualifications, experience and competences

- Bachelors' degree in Agriculture or allied area. A diploma in Agriculture with experience in customer support will also be considered
- Minimum 3 years' experience in a busy organisation.
- Knowledge of of Good Agricultural Practices and their application (GAPs)
- Good organizational and personal skills
- Knowledge of customer service practices and principles
- Excellent data entry and typing skills
- Superior listening, verbal, and written communication skills
- Problem solving and team player

Contract duration: The selected candidate will be offered a 1 year renewable employment contract based on performance with possibility of extension subject to availability of funds.

Desired start: As soon as possible.

If interested, Please send your application letter and CV, together with an indication of your current salary and compensation package to procurement15@eaffu.org by COB 30th March, 2021