



Job Basics:

Title: Customer Service Executive

Location: Accra, Ghana

About the Role:

We are seeking a highly motivated and customer focused individual to join a new fintech as a customer service executive. In this role, you will be the primary point of contact for our cherished customers, ensuring that their inquiries and complaints are promptly addressed, and that their experience with us exceeds satisfaction. Your proactive approach towards customers will play a vital role in contributing towards customer satisfaction and the overall growth of the company.

Responsibilities:

- Handle customer inquiries through various communication channels including calls and emails.
- Assess customer complaints and work proactively to find appropriate solutions that guarantee customer satisfaction.
- Keep accurate records of customer interactions and feedback.
- Follow established communication guidelines and procedures when interacting with customers.
- Provide precise, legitimate, and comprehensive information to customers using appropriate techniques and tools.
- Undertake training and follow mentorship as required.
- Provide support around various activities as and when needed.

Competencies:

- Acquainted with various Contact Centre technologies and CRM tools.
- Experience in handling customer queries, escalation, and resolution.
- Strong probing, communication, problem solving and decision-making skills.
- Ability to handle irate customers and effectively resolve complex customer issues.
- Demonstrate empathy and customer centric traits.
- Ability to communicate clearly and professionally, verbally and in writing.
- Always maintains a positive attitude.
- Ability to work efficiently in a high-demand, team-oriented, and fast-paced environment.

About Us:

OrangeTech Limited is a newly registered subsidiary of Fidelity Bank Ghana. Currently a Tier 1 bank, Fidelity Bank Ghana is committed to becoming a top 3 bank in Ghana with international standards. Fidelity Bank Ghana created OrangeTech Limited to provide the financial services sector with groundbreaking applications and services starting in Ghana and with the objective to expand to the rest of West Africa.

How to apply:

Please e-mail a copy of your CV to techcareers@orangetech.io

