



Job Basics:

Title: Customer Service Executive

Team: Operation & Support

Location: Accra, Ghana

Reporting To: Operations Manager

About the Role:

We are looking for a highly motivated and customer-focused individual to join our new fintech company as a Customer Service Executive. In this role, you will be the primary point of contact for our valued customers, ensuring their inquiries and concerns are promptly addressed to exceed their satisfaction. Your proactive approach will be crucial in enhancing customer experience and contributing to the company's growth.

Key Responsibilities:

Customer Support:

- Respond to customer inquiries via various channels, including calls, in-App emails promptly and professionally
- Assess and resolve customer complaints proactively to improve customer satisfaction.
- Maintain accurate records of customer interactions and feedback.
- Adhere to established communication guidelines and procedures.
- Generate regular reports on customer support activities

Other Support:

- Collaborate with finance and reconciliations Team to ensure timely and accurate reconciliation
- Suggest improvements to processes and systems to enhance efficiency and accuracy
- Participate in training and mentorship programs as required.
- Support internal projects as needed

Education & Competencies:

- Bachelor's degree in business administration, finance, Accounting, or a related field.
- Proficiency with Contact Centre technologies and CRM tools.
- Experience in handling customer queries, escalations, and resolutions.
- Customer-centric mindset with a passion for delivering excellent service
- Strong probing, communication, problem-solving, and decision-making skills.
- Ability to manage difficult situations with irate customers effectively.
- Demonstrate empathy and customer-centric behavior.

- Clear and professional communication skills, both verbal and written.
- Maintain a positive attitude in a fast-paced, team-oriented environment.
- Efficiently manage tasks in a high-demand environment.
- A proactive approach to identifying and solving issues.
- Proficiency with MS Excel and Data analysis tools

Experience:

Minimum of 3 years' experience in customer support and or financial operations, reconciliation, preferably within a Fintech or financial services 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.

OrangeTech believes that financial services should work for all. The problem is that the current traditional financial system isn't built to meet the needs of millions of Ghanaians and hundreds of millions of Africans. That's why we are working to enable and expand financial access to the underserved by creating technologies that help our target market displace cash & create a digital data trail that allows financial institutions to accurately assess and serve them.

How to Apply:

Please email CV to techcareers@orangetech.io