



## BUILD PROGRESS WITH US

### OPEN VACANCY

**Job Title: *Customer Service Advisor – Nairobi***

#### Location and Business Unit

*Nairobi, Bamburi Cement Plc*

#### Department

*Customer Service*

### ABOUT BAMBURI CEMENT PLC

Bamburi Cement is an Industry captain and member of the Holcim Group. As a leading clinker, cement and concrete producer in Eastern Africa, Bamburi Cement is at the forefront of innovative and sustainable building solutions. Our Building for Growth Strategy is based on 4 pillars: Growth, Performance, People and Sustainability. Thanks to our talented team that is passionate about Building Progress for People and the Planet, Bamburi Cement is enabling smarter infrastructure and improving living standards in the region. With sustainability at the core of our strategy, we aim to become a net-zero company, with People and Communities at the heart of our success.

### OUR PEOPLE

Our diverse talented teams of people are passionate about finding better ways to build. They embrace innovation and continuous improvement fuelled by a pioneering spirit. They work as trusted partners, creating better solutions and experiences for their customers, communities, colleagues and shareholders.

### THE OPPORTUNITY

Enhancing the customer's experience through efficient service delivery and timely resolution of an issues that arise. This may include providing information about products and services, taking orders, processing payments, addressing complaints, and troubleshooting technical issues.

### ABOUT YOU

You have strong leadership and people management capability. Adept analytical thinker with strong written and verbal communications and decision-making skills. With a track record of high integrity while working.

## YOUR RESPONSIBILITIES

1. To ensure Health and safety regulations are applied on site and monitor noncompliance and report the same to management.
2. Manage the processing of dispatch documentation(order to cash) by ensuring that procedures are followed with regard to:
  - Receipt of customer purchase orders, confirmation & processing after account status checking as well as correctness of pricing conditions
  - Collaboration & coordination with logistics, Dispatch & finance
  - Ensuring delivery note is processed for any dispatch of cement or Otherwise
  - Ensure all counter sales order transactions are processed accurately and swiftly and in accordance with the laid down procedures.
  - Reduce wait time and serve time by efficient processing of all transactions.
  - Manage customer expectation for each interaction and ensure adherence to basic service standards set by the business.
  - Be vigilant and alert on any possible frauds and risks.
3. Reporting any exceptions in the process in (2) above to the service supervisor or manager as applicable
4. In liaison with the Customer service supervisor review the BG report on a daily basis and advice customers on account status
5. Managing customer queries and complaint processes which include proper recording, Resolution, follow up and feedback to ensure full customer satisfaction
6. Customer engagements & Other duties as assigned by management from time to time

## YOUR QUALIFICATIONS, EXPERIENCE & SKILLS

1. A degree in Business Administration, Marketing or Communication from a recognized University with a minimum 2 years' experience in a busy sales or customer service environment
2. Experience with ERPs (Enterprise Resource Applications e.g. JDE, SAP)
3. Excellent working knowledge of MS Excel and specifically spreadsheet design
4. Excellent communication and interpersonal skills
5. Highly motivated, dynamic, self-driven with ability to work with minimal supervision
6. Ability to work and communicate in a culturally diverse environment

## FURTHER DETAILS

<b>Date of posting:</b> 26 <sup>th</sup> July 2023	<b>Closing date :</b> 2 <sup>nd</sup> August 2023
<b>Location:</b> Nairobi	<b>Reporting to:</b> Customer Service Supervisor - Nairobi
<b>Employment type:</b> Permanent and Pensionable	<b>Travel:</b> 5%

Please send your Application Letter and detailed Curriculum Vitae containing names of three referees who can provide confidential assessment of your capabilities by **2<sup>nd</sup> August 2023** to [career.applications.bamburi@lafargeholcim.com](mailto:career.applications.bamburi@lafargeholcim.com). Please remember to quote the position on the email subject line.

**Bamburi Cement Plc is an equal opportunity employer.  
Only shortlisted candidates will be contacted.**