

JOB VACANCY: Customer Service Officer

The British Council is the UK's international organisation for cultural relations and educational opportunities. We create friendly knowledge and understanding between the people of the UK and other countries. We do this by making a positive contribution to the UK and the countries we work with – changing lives by creating opportunities, building connections and engendering trust.

The British Council in Uganda is currently looking for a Customer Service Officer to be based in Kampala.

ABOUT THE TEAM

Our Customer Management team provides a high quality and efficient customer service experience to all new and existing customers across all British Council services.

WHAT YOU WILL BE DOING AND WHY

Working with both our students and with your internal colleagues at British Council, you will need:

- To contribute to the smooth running of the British Council's exams and professional skills center operations in Uganda by delivering high quality customer service and sales targets as part of a larger team that is in line with corporate standards and policies.
- The post-holder will be the main point of contact for visitors, providing information about our services, counselling customers to ensure they make the right decisions regarding products and services and ensure enquiries are converted into sales.
- Work alongside marketing and business streams to increase income
- Deliver best in class customer experience to 15K plus customers and prospects and make them advocates of the British Council
- To handle first level enquiries received in person, by email or telephone on relevant aspects of the British Council's activities / products, in a friendly and professional manner, in line with Customer Service standards and,

forward all 2nd level enquiries to relevant colleagues, ensuring they are attended to within specified timelines.

WHAT IS INTERESTING ABOUT IT

You can take pride in the fact that you will be part of a team that enables the British Council to meet its objectives and gives all our customers an exceptional experience. You will also be able to join regular professional development, training and skills programmes to develop your experience and skills.

WHAT WE ARE LOOKING FOR

You should have at least two years working experience in a reputable Organisation in a customer facing, sales or marketing role. You should also have education to tertiary level at any disciplines and English Proficiency Level B2. You should have experience managing finances, using corporate financial systems and processes.

Please review the role profile on our jobs portal; if you meet the minimum requirements, we would like to hear from you! All applicants will need to apply directly on the British Council Jobs Portal:

www.britishcouncil.org/jobs

Closing date for applications is **11 August 2019 (23:59 UK Time)**. Pay Band:4 (Locally engaged contract) / **Location:** Kampala, Uganda (East Africa Cluster) / **Contract Type:** Fixed Term, Two years Contract/ **Eligibility:** All applicants should have a pre-existing legal status to live and work in Uganda. The British Council will not facilitate/sponsor visa applications and work permits./ **Deadline for application: 11 August 2019 (23:59 UK Time).**

British Council is an Equal Opportunity Employer and encourages applications from suitable qualified female and disabled candidates.