

Position: After Sales Research Associate (Internship)

Job Description : The After Sales Research Associate will mainly be responsible for planning and conducting research, managing data, conducting interviews and publishing research findings. Interpret their data or findings in an actionable way, with the goal being to inform Namene Solar Zambia about which decisions they should make in relation to handling clients. In addition, the role will involve conducting daily sales customer surveys to ensure customer satisfaction with the product and assisting clients in resolving any issues with products or services rendered to them ,and checking if the customer understands the warranty process.

Location: Lusaka, Zambia

Role and responsibilities**Conduct daily sales survey**

- Contacting clients from daily sales
- Responsible for reporting on the surveys conducted
- Record and analyse data collected from the daily sales survey
- Suggest ways of improving customer satisfaction
- Coordinate regional after sales agents
- Data QA/QC

Skills and Experience**Experience & Educational Qualification**

- At least two years' experience in a research role or field
- Degree (Demography, Economics, Business Administration) from a reputable institution
- Good organisational and management skills
- Computer literate

Additional skills

- Fluency in Nyanja, Tonga and Lozi is an advantage
- Proficiency in Microsoft Office suite (Excel, Word, Power Point etc.)
- Strong reporting skills
- Working knowledge of research techniques and methodologies
- Good customer relations skills
- Excellent collaboration skills
- Excellent mobilisation skills
- Quick learner

Remuneration

Based on candidates' experience, skills and location.

Why join the Namene Solar Team?

Namene Solar delivers solar power without limit. We want to bring everyone, everywhere access to clean, modern energy by connecting people to the sun to power their lives.

We know that solar is the right thing for people and for the planet. That's why we are working together as a team to reach our goal of bringing truly sustainable, affordable solar light and power wherever it is needed. At Namene Solar, we are a fast-growing team that takes a collaborative approach to business. We give our team members the opportunity to shine and make their mark both in the company, and the rapidly growing sector.

Company culture

As a global company we work in a trust-based environment that gives our team members flexibility, responsibility and accountability in their work.

We are a supportive and welcoming team that respects each individual's unique skills and experiences and values diversity and inclusivity in our work environment.

Apply now:

Please send your CV and motivation letter to chanda.mulenga@namenensolar.com or amos.kaluba@namenensolar.com

with the Subject: **After Sales Research Associate**

Deadline: Friday 3rd June 2022