

Admin & Ticketing Control Agent

Job Title	Admin & Ticketing Control Agent		
Division	Customer Service		
Department	Customer Service		
Section	Customer Service		
Location	IBU-UAE	Direct Reports	
Reports To	Manager-Customer Service	Version Number	1
External Relations	Customers	Guide Number	
Internal Relations	All Departments	Job Code	

Basic Function

Prepare necessary reports for CS Dept and monitor escalated core tickets and assigned it to concern department manager for immediate action.

KEY Responsibilities

Core

- Prepare monthly reports for CS Dept (County Manager Report, Monthly Dept Reports)
- Action all escalated Core tickets received from Ticketing Control Desk.
- Forward all Escalated tickets to concern department manager for an immediate action.
- Follow up and ensure all escalated tickets are updated or resolved.
- Investigate and resolve all service-related inquiries, including tracking/tracing of shipments.

General

- Coordinate with related department to solve any issues for core tickets.
- Ensure the staff operates at highest level of quality and productivity and exhibits high levels of integrity and ethical behavior.

EHS

- Understand and adhere to the company's environmental and safety policies.
- Regularly attend safety training and awareness sessions.
- Always use personal protective equipment (PPE) where required.
- Immediately report any environmental or safety concerns.
- Actively participate in emergency drills and respond as trained.
- Be aware and comply with all legal requirements related to environmental health and safety.
- Encourage colleagues to adopt safe and environmentally friendly practices

Competencies - Professional and Technical

Behavioral Competencies

Adaptability	Level 3
Communication	Level 3
Initiative	Level 3
Stress Management	Level 3
Teamwork	Level 3

Technical Competencies

Handling Customer Complaint Knowledge	Advanced
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Intermediate
Product Knowledge	Advanced

Competencies – EHS

Knowledge of basic environment health and safety requirements
 EHS corporate objectives awareness
 Awareness of EHS requirements in the QEHS management systems
 Have attended EHS awareness training (if applicable)
 Awareness of Environment Health Safety incident reporting

Organizational Competencies

Beginner

**Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)*

Decision Making

Key Performance Indicators (KPIs)

Abide by the goal setting forms (Individual KPI'S) of the current financial year

Qualification : Education and Experience

Diploma (Preferred specialization in their field of work) at least three (3) years of relevant work experience, 2 years of which should be in Level-02 capacity, preferably in the same industry.

or

High / Middle School Certificate or Technical Courses(Those in technical jobs must have appropriate certification in their respective trades) with over 1 years industry experience of which at least 2 years has been in Level-02 position

or

High / Middle School Certificate or Technical Courses(Those in technical jobs must have appropriate certification in their respective trades) with over 2 years industry experience of which at least 2 years has been in Level-01 position

**Note: Industry Experience wherever its applicable*

Date Of Release

Prepared By:	Reviewed by:	Approved by:	Endorsed by:

Updated by:	Date:	Approved by:	Date:
Employee Name:			

I hereby confirm my utmost commitment in fulfilling all the requirements including above and any amendment to this document.

Management reserves the right to amend the Job description at any time without prior notice.

Signature:	Date: