

## CS Import Help Desk Agent

Job Title	CS Import Help Desk 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	Operations, Sales, Retail	Job Code	

### Basic Function

Receiving calls/Emails inquiries from customer related to import collections through SMSA network and 3rd party network. Fully understand, drive and promote SMSA vision, culture and values.

### KEY Responsibilities

#### Core

- Manage for tickets to be actioned within 24 Hrs.
- Respond to all Calls/Emails received for Import Shipments.
- Arrange Import booking for customer and follow up till delivery.
- Resolve all issues related to Import collection including Tracking/Tracing of shipments.
- Maintain Reports for all Import collections and provide report to management team.
- Follow up with concern department, depending upon the nature of issue.
- Resolving tickets and taking swift resolutions/action on Import customer complaints.

#### General

- Coordinate with related department to solve any issues for shipments.
- Ensure the staffs operate at highest level of quality and productivity and exhibits high levels of integrity and ethical behavior

#### EHS

- Understand and adhere to the company 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 Competencie

Adaptability	Level 3
Communication	Level 3
Initiative	Level 3
Teamwork	Level 3

### Technical Competencie

Handling Customer Complaint Knowledge	Advanced
Language Proficiency knowledge (English)	Intermediate
Learning & Development Knowledge	Intermediate
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application,	Intermediate

### 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:
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<b>Updated by:</b>	<b>Date:</b>	<b>Approved by:</b>	<b>Date:</b>

<b>Employee Name:</b>

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.

<b>Signature:</b>	<b>Date:</b>