

Customer Care Agent

Job Title	Customer Care 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	Sales ,Operations, Retail	Job Code	

Basic Function

Working as an individual and as a team member, fully follows operating procedures and provide customers with complete service and shipping solutions to maximize Customer Satisfaction. Customer interface through telephone, Email, Tracking, Complaints, Ensure all standard telephone etiquettes are always maintained. Claims procedures are followed.

KEY Responsibilities

Core

- Ensures all complaints are handled as per procedure and claims are processed as per standards. All complaints should be logged in
- Complaints acknowledgement within 24 hours.
- Correspondence with appropriate departments via email/Tickets.
- Courtesy call to customer on progress.
- Obtain Invoice from customer to process the claim. Claim form to be submitted to Finance with all supporting documents.
- Brief history of customer complaints/Claims form. Prepare CMR.
- Complaint/Claim process as per company policy. Follow up with customer on progress.
- Filling all complaints/claim properly.

General

- Attends the walk in customers.
- Responds to customer inquiries shows courtesy and ensures customer satisfaction.
- Complaints are registered and acknowledgement sends to customer within the stipulated time.
- All claims are processed and customer is notified through letter, email or by call as per standard procedure.

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	Intermediate
Language Proficiency knowledge (English)	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Intermediate
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application, e	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:
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: