

Customer Service Agent

Job Title	Customer Service 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 from customer and resolving problems, advising recipient of required paperwork for international package per customs requirements. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Manage for tickets to be actioned within 24 Hrs.
- Compliance on all bookings.
- Monitor and manager calls.
- Follow up with the concerned department, depending upon the nature of the issue.
- Respond to all international and domestic customer inquiries by phone.
- Remain current on all training, Features of Service, products, automation, marketing promotions, and international customs regulations.
- Quickly and efficiently identify and analyse customer needs.
- Investigate and resolve all service-related inquiries, including tracking/tracing for shipments.
- Manage all incoming calls and deal directly with clients.
- For booking calls, record updated address in system and forward to appropriate department.
- Arrange bookings for outbound shipments.
- Resolve customer queries and complaints by providing resolution for all shipping needs and requests;
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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 behaviour.

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 Competence

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

Technical Competence

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, 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
<i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i>

Decision Making

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Key Performance Indicators (KPIs)

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