

## Manager Customer Service

<b>Job Title</b>	Manager Customer Service		
<b>Division</b>	Customer Service		
<b>Department</b>	Customer Service		
<b>Section</b>	Customer Service		
<b>Location</b>	IBU-UAE	<b>Direct Reports</b>	CS Key Account Agent
<b>Reports To</b>	Country General Manager	<b>Version Number</b>	1
<b>External Relations</b>	Customers	<b>Guide Number</b>	
<b>Internal Relations</b>	All Department	<b>Job Code</b>	

### Basic Function

Managing and supervising employees in Customer Services & SSC's and functions to provide excellence by leading, coaching, and training on SMSA Service Standards and monitoring the staff while solving issues for customers. Responsible for providing leadership, management and supervision of SSC's, Set strategic plans, policies and procedures. Fully understand, drive and promote SMSA vision, culture and values.

### KEY Responsibilities

#### Core

- Manage escalated customer complaints in a professional manner to re-instill customers' faith in SMSA and avoid further escalation.
- Handle customer complaints for all projects.
- Maintain desired Service Level within the department.
- Promote quality to qualify the calls.
- Use and ensure efficiency within staff.
- Verify availability of trace and shipment within services level.
- Take measures to reduce the occurrence of service failure.
- Participate in the development, implementation, and update of all aspects of Customer Service Training.
- Prepare departmental annual plan and ensure the SSC Department revenue growth meet the planned target.
- Coach the Customer Service and SSC department's staff if required.
- Monitor demonstrates consultative behaviors to ensure friendly, polite, expert service is delivered to all customers
- Establish and manage a process for customer flow to improve service experience ensuring customers' needs are met, quickly and quality products are delivered
- Approve SSC's renovation plan, including designs and quotations.
- Survey (Staff & Customer)
- Reduce customer complaint

## Team Supervision

- Monitor Team Daily Performance, KPIs, and services level.
- Train Supervisor on how to solve customer issues.
- Supervise and guide assigned team to meet deadline and departments objective.

## HR

- Monitor/measure staff performance via Reports.
- Develop, groom, coach, and cross train subordinate staff members.
- Coordinate with HR for new hire and agents training and other staff issues.
- Review employee progress as related to quality and productivity objectives and participate in the development of programs to improve overall results.
- Ensure proper quality and productivity offering employee coaching and development when necessary and/or required.
- Hire staff to fill vacancies.

## General

- Coordinate with related department to solve any shipment issues.
- Ensure staff efficiencies at highest level of quality and productivity.
- Staff training of middle managers
- Staff Turn Over Reduction
- Manpower Fulfillment
- Normal Complaints resolved within target time
- Reduction of complaints

## 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

Communication	Level 4
Decision Making	Level 3
Organizational & Environmental Awareness	Level 4
Team Leadership	Level 4

### Technical Competencies

### 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

Intermediate

*\*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

Bachelor's Degree (Preferred specialization in their field of work).( Those in finance/ accounting jobs must be a CPA or equivalent.). At least five (5) years of relevant work experience, 2 years of which should be in managerial capacity, preferably in the same industry.

or

Diploma, certificate courses with over 8 years industry experience of which at least 2 years has been in management position

or

Diploma, certificate courses with over 10 years industry experience of which at least 4 years has been in Supervisory position

*\*Note: Industry Experience wherever its applicable*

Date Of Release

Prepared By:	Reviewed by:	Approved by:	Endorsed by:
Updated by:	Date:	Approved by:	Date:

<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>