SMSA

Agent - Contact Center

Job Title	**Agent**
Division	**Sales and Marketing Division**
Department	**Customer Service Department**
Section	**Contact Center**

Location		**Direct Reports**	
Reports To	**Supervisor – Contact Centre**	**Version Number**	1
External Relations		**Guide Number**	7329
Internal Relations		**Job Code**	

Basic Function

Receiving calls from customer and resolving problems, serving as reverse pickup agent for both domestic and international shipments, quoting price for inbound shipment, and advising recipient of required paperwork for inbound international package per customs requirements. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Provide quotation to customers and update status of pickup request, based upon origin updates through system for international and email updates from origin for domestic reverse pickup request.

- Follow up with the concerned department, depending upon the nature of the issue.

- Accept call and action, depending upon the nature of the call. Forward calls to Customer Support Agents if the customer called for reverse pick up, tracing, or complaint.

- 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.

- Record necessary information and route shipments based upon established policies and procedures.

- Monitor all packages and shipments to ensure arrivals and deadlines are met

- Notify clients of changes to routes.

- Update system with all job-related information.

- Provide additional administrative support for the department.

- For tracing/tracking calls, provide the appropriate information to customer; update tracing information for international shipments by using system. Ensure customer is attended to quickly and that staff is proactive on follow up.

- For booking calls, record updated address in system and forward to appropriate department; follow up until complete.

- Receive calls of special project and handle the issues.

- Chatting with Customers through our Website

- Arrange bookings for inbound and outbound shipments.

- Resolve customer queries and complaints by providing resolution for all shipping needs and requests; manage RPD/RPI Trace.

- Prepare SFR / DSFR report.

- Performs other assignments as required.

- Productivity/login duration call handling to be achieved

General

- Coordinate with related department to solve any issues for shipments.

- Ensure the staff operates at highest level of quality and productivity and exhibits high levels of integrity and ethical behaviour.

- Achieve Training/pass target

- Quality

EHS

- Coordinate and Participate in the departmental EHS system activities including hazard identification, safety awareness and procedures implementation, waste management, environmental aspects identification, and EHS audits

- Actively participates in the development and implementation of EHS objectives & programs

- Participates in the emergency response plan

- Actively participates in the EHS audits / inspections. Take a major role in incident reporting & investigation

- Coordinate and participate in the paper and other recycling programs

Business Continuity

- Attend and actively participate in all business continuity training and awareness programs.

- Understand the facility's business continuity plans and procedures.

- Act according to the emergency response procedures during drills and actual events.

- Report any observed risks or potential threats to the continuity of operations to the designated officer.

- Adhere to data protection policies to ensure the integrity and confidentiality of sensitive information.

- Acknowledge roles and responsibilities during an incident to ensure effectiveness by understanding the business continuity programme.

- Recognize an incident or crisis.

- Alert incident or crisis responders (including emergency responders as appropriate).

- Escalate action to the incident or crisis management team.

- Respond appropriately to specific threats.

- Respond appropriately when evacuated from the site.

Competencies - Professional and Technical

Behavioral Competencie

Communication	Level 3
Initiative	Level 1
Networking/Relationship building	Level 1
Stress Management	Level 2
Teamwork	Level 2

Technical Competencie

Handling Customer Complaint Knowledge	Intermediate
Language Proficiency knowledge (Arabic)	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: