

## Agent - Customer Care

Job Title	Agent		
Division	Sales and Marketing Division		
Department	Customer Service Department		
Section	Customer Care		
Location	Head Office	Direct Reports	
Reports To	Supervisor – Customer Care	Version Number	1
External Relations		Guide Number	7113
Internal Relations	All departments	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, Faxes Tracking, Complaints, Handling Key Accounts are common activities. 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 for domestic shipments. Damaged/lost shipment complaints resolution within 21days.
- Normal complaints resolution within 72hours. Courtesy call to customer each day on progress.
- Obtain Invoice from customer to process the claim.
- All documents forward on to finance for further process.
- 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.
- Training and Pass marks

#### 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 as per standard procedure.
- Attends to irate customer complaints which are related/forwarded by Contact Center Agent.

## 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
<p>Knowledge of basic environment health and safety requirements</p> <p>EHS corporate objectives awareness</p> <p>Awareness of EHS requirements in the QEHS management systems</p> <p>Have attended EHS awareness training (if applicable)</p> <p>Awareness of Environment Health Safety incident reporting</p>

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

Decision Making

Key Performance Indicators (KPIs)
Abide by the goal setting forms (Individual KPI'S) of the current financial year

Qualification : Education and Experience
<ul style="list-style-type: none"> <li>●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.</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>● High / Middle School Certificate or Technical Courses</li> </ul> <p>(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</p> <p>or</p> <ul style="list-style-type: none"> <li>●High / Middle School Certificate or Technical Courses</li> </ul> <p>( 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</p> <p style="text-align: center;">*Note: Industry Experience wherever its applicable</p>

Date Of Release

<b>Prepared By:</b>	<b>Reviewed by:</b>	<b>Approved by:</b>	<b>Endorsed by:</b>

<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>