

E-Care Agent - Customer Care

Job Title	E-Care Agent		
Division	Sales and Marketing Division		
Department	Customer Service Department		
Section	Customer Care		
Location		Direct Reports	
Reports To	Supervisor – Customer Service	Version Number	1
External Relations		Guide Number	7114
Internal Relations		Job Code	

Basic Function

Monitor and respond to all customer requests through SMSA accounts on Social Media channels and SMSA online customer support channels (email, live chat...etc.). These requests include all type of customer support such as enquiries on SMSA services, rates, location, Sales leads and complaints.

KEY Responsibilities

Core

- Respond to all inbound requests on SMSA social media accounts and customer support channels (Twitter, Facebook, Instagram, SMSA website, live chat...etc.)
- Response rate should be achieved
- Monitor and respond to SMSA brand mentions and engage with the support requests.
- Find and engage with the potential customers who may be attracted to utilize SMSA services by offering resolution to his/her problem or sending gifts appreciating the post.
- Quickly and efficiently identify and analyze customer needs.
- Maintain response time
- Record the customer info and the necessary details to Initiate the customer request through Ticket/email to the concern area.
- Resolve the customer request or forward to the concern department to take the necessary action.
- When required, follow up with the concern department to ensure customer request resolved.
- Immediate Escalation to the direct manager when a critical post placed on the social media channel which may affect SMSA reputation or put the image at risk.

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 Competencies

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

Technical Competencies

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: