

## National Manager - Customer Service Management

Job Title	National Manager		
Division	Sales and Marketing Division		
Department	Customer Service Department		
Section	Customer Service Management		
Location		Direct Reports	
Reports To	Managing Director	Version Number	1
External Relations		Guide Number	7122
Internal Relations		Job Code	

### Basic Function

Managing and supervising employees in Customer services and call centre functions to provide excellence by leading, coaching, and training on SMSA service standards and monitoring the staff while solving issues for customers. Fully understand, drive and promote SMSA vision, culture and values.

### KEY Responsibilities

#### Core

- Achieve the expected levels of service, quality, and cost control in a changing technological environment, where customer contact methods and expectation levels are continually developing.
- Manage escalated customer calls in a professional manner to re-instill customers' faith in SMSA and avoid further escalation.
- Handle customers' complaints for all projects kingdom wide.
- 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.
- Prepare daily Total Services Factors (TSF) Report.
- Take measures to reduce the occurrence of service failure.
- Personally visit customer to solve any issues.
- Participate in the development, implementation, and update of all aspects of Customer Service Training.
- Prepare departmental annual plan.
- Perform other assignments as required.
- Saudization

#### Team Supervision

- Monitor Team Daily Performance, KPIs, and services level.
- Train Supervisor on how to solve customer issues.

- Prepare daily/Weekly/monthly performance staff.
- Supervise and guide assigned team to meet tight deadline and department's 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.
- Respond to client queries/complaints.
- Review employee progress as related to quality and productivity objectives and participate in the development of programs to improve overall call handling 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.

## EHS

- Ensuring that all safety related equipment and systems, particularly fire fighting, alarm,, emergency lights and similar equipment are identified, listed and scheduled as part of the preventive maintenance program, and that they remain in safe & good operational condition at all times
- Coordinating with maintenance staff concerning occupational health & Safety, and environmental management
- 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
- Overseeing and monitoring all the work activities in order to make sure that work and job related hazards are identified and the work is being performed safely, following the OHS system / rules, and considering the environmental management principles
- Coordinating with the Maintenance Engineer / contractor regarding the execution of the preventive/corrective maintenance activities
- Actively participates in the development and implementation of EHS objectives & programs, and lead EHS audits / inspections. Take a major role in incident reporting & investigation
- Participates in the emergency response plan, development, and in conducting emergency drills
- 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, communication & management
- Planning and supervising the EHS awareness and training activities and ensuring competence of all personnel
- Supervising the EHS internal audits, inspections, and corrective / preventive actions effectiveness

## Business Continuity

- Providing leadership, commitment, support, and resources to the BCMS.
- Assign responsibilities and authorities for other BCMS roles.

- Establishing and communicating the BC policy.
- Ensuring the performance of the BCMS is monitored, reviewed, and continually improved.
- Promoting and contributing to the BC culture

## Competencies - Professional and Technical

### Behavioral Competencies

Adaptability	Level 5
Analytical Thinking	Level 5
Communication	Level 5
Creative Thinking	Level 5
Decision Making	Level 5
Initiative	Level 5
Organizational & Environmental Awareness	Level 5
Planning & Organizing	Level 5
Resource Management	Level 5
Stress Management	Level 5
Team Leadership	Level 5
Teamwork	Level 5

### 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

Advanced

*\*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

<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>