

Shift Manager - Customer Service Management

Job Title	Shift Manager		
Division	Sales and Marketing Division		
Department	Customer Service Department		
Section	Customer Service Management		
Location	Malaz	Direct Reports	Supervisor - Contact Center
Reports To	Manager - Contact Center	Version Number	1
External Relations		Guide Number	7124
Internal Relations	All departments	Job Code	

Basic Function

Managing and supervising employees in the Contact Center to provide service excellence to the customers within the assigned shift, Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Responsibilities within the assigned shift:
- Supervise the daily operations of the call center in the customer service department, ensuring compliance with company standards in all areas including inbound and outbound.
- Manage staff members, create monthly schedules, and assign tasks.
- Motivate staff to meet individual and team goals for customer satisfaction.
- Lead new hire orientation with quality staff and provide ongoing training and coaching to employees.
- Establish a culture of excellent customer service.
- Efficiently resolve conflicts among staff members and between customers and staff, the shift manager may need to directly speak with the customer or client to see if a resolution can be found.
- Direct opening and closing procedures; delegate tasks to staff members.
- Communicate with upper management regarding operations and personnel.
- Report on employee attendance, productivity, and daily operations.
- Perform operational and managerial duties.
- Ensuring staff understand and comply with all call center objectives, performance standards, and policies.
- Answering staff questions regarding best practices or difficult calls.
- Identifying operational issues and suggesting possible improvements.
- Monitoring and evaluating agent performance, providing learning or coaching opportunities, and taking corrective action, if necessary.
- Preparing reports and analyzing data to assist management as they determine call center goals.
- Working with other supervisors and management team members to support agents and maximize customer satisfaction.

- Meet or exceed aggressive Service Level Benchmark and TSF goal.
- Prepare and send daily volume report to management.
- Utilize necessary reports to support service excellence.
- Participate in the development, implementation, and update of all aspects of Customer Service Training.
- Ensure to reduce staff turnover.
- Survey (Staff/Customer).
- Call Validation/Failure Attempt.
- E commerce attempts to be achieved.
- Supervisor's performance to be achieved.
- Ensure the quality target.

Team supervision

- Supervise contact center supervisor and manage daily attendance.
- Prepare and schedule staff based on Call Flow.
- Supervise and guide assigned teams to meet deadlines and department objectives.

HR

- Monitor/measure staff performance and prepare Management Report.
- Develop, groom, coach, and cross train subordinate staff members to ensure proper quality and productivity.
- Coordinate with HR for new hire and agent training and other staff issues.
- Respond to client queries/complaints.
- Hire staff to fill the vacancies.

General

- Coordinate with related department to solve any issues for shipments.
- Ensure staff has highest level of quality and productivity and exhibit high levels of integrity and ethical behavior.

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

- Ensuring that the BC plan (or plans) adequately delivers the organization's BC capability and meets the BC requirements.
- Communicating the implications of departmental changes that may impact the BCMS.

- Collecting information for and completing the BIA.
- Identifying and acknowledging supply chain priorities.
- Developing, implementing, and maintaining departmental procedures on behalf of the plan owner.
- Conducting and participating in exercises.
- Maintaining the departmental BC documentation. Liaising with the BC managers.
- Developing, coordinating, and facilitating the BCMS. This includes developing analysis and BC plan templates.
- Facilitating and coordinating the BIA, risk and threat assessment (related to prioritised activities), strategy and solutions planning, BC plans and testing throughout the organization.
- Ensuring maintenance of the BCMS on a periodic basis as well as whenever it is appropriate.
- The effective use of resources and procedures within the BCMS, such as systems, tools, and response and recovery procedures.
- Making recommendations, removing roadblocks, and reporting to top management

Competencies - Professional and Technical

Behavioral Competencie

Analytical Thinking	Level 5
Communication	Level 5
Decision Making	Level 5
Influence	Level 5
Organizational & Environmental Awareness	Level 5
Planning & Organizing	Level 5
Stress Management	Level 5

Technical Competencie

Handling Customer Complaint Knowledge	Advanced
Language Proficiency knowledge (Arabic)	Advanced
Language Proficiency knowledge (English)	Advanced
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Advanced
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application, e	Advanced

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

●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:

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: