

## Team Leader - Customer Service Management

Job Title	Team Leader		
Division	Sales and Marketing Division		
Department	Customer Service Department		
Section	Customer Service Management		
Location	Malaz	Direct Reports	Contact Center Agents
Reports To	Supervisor - Contact Center		Version Number 1
External Relations			Guide Number 7125
Internal Relations			Job Code

### Basic Function

To work as Team Leader of the team in the provision of care and support services for Contact Center Staff, Learning, coaching, monitoring and behaviors that may challenge; which aims to maximize the potential of individuals in line with business life principles. Handling critical calls from customer and resolving problems, Helping Contact Center Supervisor in his daily task. Fully understand, drive and promote SMSA vision, culture and values.

### KEY Responsibilities

#### Core

- Motivate & inspire team members
- Lead by setting a good example (role model) – behavior consistent with word
- Facilitate problem solving & collaboration
- Maintain healthy group dynamics
- Intervene when necessary to aid the team in resolving issues.
- Recognize & celebrate team & individual accomplishments & exceptional performance.
- Support new team members in working through induction program, ensure that they have the necessary knowledge to effectively participate on the team.
- Contribute to staff appraisals & supervision process.
- Follow up with the concerned department, depending upon the nature of the issue.
- Quickly and efficiently identify and analyze customer needs.
- Investigate and resolve all service-related inquiries, including tracking/tracing for SMSA shipments.
- On Job Coaching Contact Center Agents
- Maintaining TSF as per Benchmark.
- Update system with all job-related information.
- Entertain all customer calls that need special attention.
- Resolve customer queries and complaints by providing resolution for all shipping needs and requests
- Performs other assignments as required.

- Generate Daily Agent Performance Report including Ready/Not Ready, Login/Logout Report and identify the Area of Concern.
- To Monitor staff attendance
- Staff issue should be address to Supervisor
- Follow-up on Staff performance through ticketing system and take corrective action to avoid failures.
- Submit all reports to Supervisor on daily basis
- Schedule the staff according to business needs
- Staff Management: Maintain staff leaves record, Vacation Plan.
- Ensure all CC systems and equipment's are working properly.
- CSD Service level maintenance
- Abandoned calls should not exceed the assigned percentage
- Assigned Team performance to be achieved
- Training
- Staff turnover

## 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
Conflict Management	Level 4
Initiative	Level 3
Organizational & Environmental Awareness	Level 3
Planning & Organizing	Level 1
Team Leadership	Level 3
Teamwork	Level 3

### Technical Competencie

Language Proficiency knowledge (Arabic)	Advanced
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	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

- Diploma (Preferred specialization in their field of work) at least Two (2) years of relevant work experience, 2 years of which should be in Level-04 capacity, preferably in the same industry.
- or
- Certificate courses with over 3 years industry experience of which at least 2 years has been in Level-04 position
- or
- Certificate courses with over 4 years industry experience of which at least 2 years has been in Level-03 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>