

## Validation Supervisor - Customer Service Management

Job Title	Validation Supervisor		
Division	Sales and Marketing Division		
Department	Customer Service Department		
Section	Customer Service Management		
Location		Direct Reports	Validation Agents
Reports To	Manager – Contact Center		Version Number 1
External Relations			Guide Number 7126
Internal Relations			Job Code

### Basic Function

Manage the Validation Center effectively. To ensure all outgoing calls are processed as per procedures. Maintain Client SLA's

### KEY Responsibilities

#### Core

- Ensure all Validation agents process outgoing calls as per the standard policy and procedures.
- Assign validation agents with customer database as per the KPI.
- Scheduling, Monitoring outgoing calls to maintain benchmarks.
- Manage and control the quality of the customer interaction through phone.
- Provide accurate and timely reports to Manager Contact Center on a daily/monthly basis.
- Ensure all validation agents complete their assigned job within the stipulated period as per the policy and procedures.
- Resolve issues based on validation with the clients.
- Ensure adequate staff is present to handle the unexpected volume increase.
- Monitor call recording and coach validation agents when necessary.
- Staff Training
- Staff Turnover
- Staff satisfaction survey

#### 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)	Intermediate
Language Proficiency knowledge (Arabic)	Advanced
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	
Intermediate <i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i>	
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>●Bachelor's Degree (Preferred specialization in their field of work).( Those in finance/ accounting jobs must be a CPA or equivalent.), At least four (4) years of relevant work experience, 2 years of which should be in Supervisory capacity, preferably in the same industry.</li> </ul> or <ul style="list-style-type: none"> <li>●Diploma, certificate courses with over 4 years industry experience of which at least 2 years has been in Supervisory position</li> </ul> or <ul style="list-style-type: none"> <li>●Diploma, certificate courses with over 5 years industry experience of which at least 2 years has been in Level-05 position</li> </ul> <p>*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>