

## Customer Support Agent

Job Title	Customer Support Agent		
Division	Customer Service		
Department	Customer Service		
Section	Customer Service		
Location	IBU-Egypt	Direct Reports	
Reports To	Customer Service Supervisor	Version Number	1
External Relations	Customers, vendors	Guide Number	
Internal Relations	All departments	Job Code	

### Basic Function

Working as an individual and as a team member follows customer service operating procedures to provide customers with complete service and shipping solutions to maximize Customer Satisfaction. Interface with the customers through Email, Complaints Claims procedures are followed. resolving the customer's problems, and advising Customers of the required paperwork for outbound international packages as per customs requirements. Fully understand, drive and promote SMSA vision, culture and values.

### KEY Responsibilities

#### Core

- Respond to customers' requests and complaints, and update the status of pickup requests, based upon origin updates through the system for international and email updates from the origin for domestic reverse pickup requests.
- Follow up on a daily basis on all international and domestic shipments and proactively communicate with the operation to expedite the delivery process of any delayed shipment and update the customer if needed.
- Follow up with the concerned department, depending on the nature of the issue.
- Investigate and resolve all service-related inquiries, including tracking/tracing for customer shipments.
- Ensures all complaints are handled as per procedure and claims are processed as per standards.
- All complaints should be logged in. Complaints acknowledgement within 1 working day. Correspondence with appropriate departments via email for the shipments.
- Damaged/lost shipment complaints resolution within 21 working days.
- Normal complaints resolution within 3 working days. Courtesy call to customer each day on progress.
- Obtain an Invoice from the customer to process the claim.
- All documents forwarded to finance for further process.
- Brief history of customer complaints/Claims form.
- Filling all complaints/claims properly.

#### General

- responds to customer inquiries showing courtesy and ensuring customer satisfaction.

- Complaints are registered and acknowledgment is sent to the customer within the stipulated time.
- All claims are processed and the customer is notified through email as per standard procedure.
- Coordinate with related departments to solve any issues for shipments.

## EHS

- Understand and adhere to the company's environmental and safety policies.
- Regularly attend safety training and awareness sessions.
- Always use personal protective equipment (PPE) where required.
- Immediately report any environmental or safety concerns.
- Actively participate in emergency drills and respond as trained.
- Be aware and comply with all legal requirements related to environmental health and safety.
- Encourage colleagues to adopt safe and environmentally friendly practices.

## Competencies - Professional and Technical

### Behavioral Competencies

Communication	Level 2
Continuous Learning	Level 2
Decision Making	Level 1

### Technical Competencies

Handling Customer Complaint Knowledge	Intermediate
Language Proficiency knowledge (English)	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Intermediate
Product 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:

<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>