

## Supervisor - Customer Service

Job Title	Supervisor - Customer Service		
Division	Customer Service		
Department	Customer Service		
Section	Customer Service		
Location	IBU-Egypt	Direct Reports	Port Agent, Validation Agent, contact
Reports To	Country Manager	Version Number	1
External Relations	Vendors, customers	Guide Number	
Internal Relations	All departments	Job Code	

### Basic Function

Managing and supervising employees in Customer services and call center 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 service levels, quality, and cost control in a changing technological environment, where customer contact methods and expectation levels are continually developing.
- professionally manage escalated customer calls to re-instill customers' faith in SMSA and avoid further escalation.
- Analyze customers' complaints.
- Maintain the desired Service Level within the department.
- Promote quality to qualify the calls.
- Use and ensure efficiency within staff.
- Prepare Total Services Factors (TSF) Report.
- Managing and supervising employees in Customer service to provide excellence by leading, coaching, and training on SMSA service standards and monitoring the staff while solving customer issues.
- Ensure all Validation agents process outgoing calls as per the standard policy and procedures.
- Ensure all validation agents complete their assigned job within the stipulated period as per the policy and procedures.
- Take measures to reduce the occurrence of service failure.
- Personally visit customers to solve any issues (if needed).
- Participate in the development, implementation, and update of all aspects of Customer Service Training.
- Prepare a departmental annual plan.
- Meet or exceed Service Level Benchmark.
- Coordinate with other department managers in all matters related to CS and quality management.

- Prepare customer complaint letters depending upon the investigation.
- Utilize necessary reports to support service excellence.
- Performs other assignments as required.

#### Team Supervision

- supervise employees within the department, ensuring Teamwork and managing daily attendance.
- Manage schedule based on staff changes.
- Supervise and guide the assigned team to meet tight deadlines and department objectives.

#### HR

- monitor/measure staff performance and prepare Management reports.
- Review employee progress relating to quality and productivity objectives and participate in the development of programs to improve overall call-handling results.
- Ensure proper quality and productivity by offering employee coaching and development when necessary and/or required.
- Hire staff to fill vacancies.

#### General

- Coordinate with related departments to solve any issues for Customers
- Ensure staff operates at the highest level of quality and productivity and exhibits high levels of integrity and ethical behavior.

#### 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 Competencie

Adaptability	Level 3
Communication	Level 3
Continuous Learning	Level 3

### Technical Competencie

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

Intermediate
<i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i>

### Decision Making

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### Key Performance Indicators (KPIs)

Abide by the goal setting forms (Individual KPI'S) of the current financial year
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### 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 four (4) years of relevant work experience, 2 years of which should be in Supervisory capacity, preferably in the same industry.
or
Diploma, certificate courses with over 4 years industry experience of which at least 2 years has been in Supervisory position
or
Diploma, certificate courses with over 5 years industry experience of which at least 2 years has been in Level-05 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>
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<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>