

Agent - Customer Care

Job Title	Agent		
Division	Sales and Marketing Division		
Department	Customer Service Department		
Section	Customer Care		
Location	IBU-Kuwait	Direct Reports	
Reports To	Business Development Manager	Version Number	1
External Relations	Customers	Guide Number	7701
Internal Relations	Operations, Customer Service, Retail, Finance, Freight	Job Code	

Basic Function

Handling customer's inquiries at the call center that could be by incoming calls, emails and or any other mode of communication. Facilitate customer needs on the phone for various transactions and ensure customer satisfaction at all time. Fully understand, drive and promote SMSA vision, mission, culture and value.

KEY Responsibilities

Core

- Receive incoming calls at the call center. Maintain SMSA standard etiquettes for calls ie. Greeting, being polite)
- Analyze the type of call and ensure proper understanding of the customer's need and take necessary actions based on the need.
- Acknowledge, act and action on any emails received for customer care team on a timely manner.
- Promote SMSA services, provide rates (Cash) and sell SMSA products and services for incoming inquiries.
- Forward any potential leads to sales administrator.
- Arrange for pick up bookings via CORE.
- Arrange for all RPI bookings from local KWT customers and other SMSA offices as per the standard RPI booking process.
- Prepare Job Cards for all inbound requests via partner network and forward it to Finance on a daily / weekly basis.
- Handling inquiries of shipment status, Track and updating customers with information of their shipment
- Opening tickets in case of any service failures and monitoring resolution and closure of tickets.
- Handle all incoming tickets for the CS team as assigned. Coordinate with other departments, re-assign, resolve and close ticket as per SMSA standards and timelines.
- Handle all customer complaints. Receive, Log, coordinate, prepare necessary documents, escalate, open ticket and or resolve all customer complaints depending on the severity, type of complaint and as per SMSA guidelines on standard complain handling process.

- Coordinate with customer, Prepare and forward any claim document to the relevant department as per the claim process. Courtesy call to customer to update progress.
- Coordinate and or facilitates any investigation for lost or damaged shipment with customer and or any other SMSA internal departments.
- Ensure all customer service reports and data are provided to Supervisor / Manager on time and as per set deadlines.
- Ensure all customer service-related documents are retained, filed, file register maintained and archived as per SMSA standards

General

- Perform any other assignments as required/requested by your supervisor or manager.
- Coordinate with related departments to solve any issues.
- Ensure the staff operates at 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 Competencies

Adaptability	Level 2
Communication	Level 2
Conflict Management	Level 2
Continuous Learning	Level 2
Creative Thinking	Level 2
Initiative	Level 2
Stress Management	Level 2
Teamwork	Level 2

Technical Competencies

Handling Customer Complaint Knowledge	Beginner
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Beginner
Product Knowledge	Beginner
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application,	Beginner

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:
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: