

Team Leader - Customer Care			
Job Title	Team Leader		
Division	Sales and Marketing Division		
Department	Customer Service Department		
Section	Customer Care		
Location	IBU-KUWAIT	Direct Reports	1 – Customer Care and Retail Exec
Reports To	BDM- Sales & Marketing	Version Number	1
External Relations	Customers / Third Party	Guide Number	
Internal Relations	relations, SMSA Service Center, SFD, Sales and Fina	Job Code	

Basic Function

Managing and supervising employees in Customer services and SMSA Service Center to provide excellence by leading, coaching, and training on SMSA service standards and monitoring the staff while solving issues for customers. Prepare the yearly operating plan and executing/implementing them in the respective department (Retail & Customer Service).

Ensure process and procedures are followed. Utilization of resources, consistent growth within the Retail functions. Manage Internal and external relationship with consistent customer service deliverables. Fully understand, drive and promote SMSA Vision, Culture and Values.

KEY Responsibilities

Core

- Achieve the expected levels of service, quality, and cost control in a changing technological environment, where customer contact methods and expectation levels are continually developing.
- Manage escalated customer complaints in a professional manner to re-instill customers' faith in SMSA and avoid further escalation.
- Handle customers' complaints for all projects.
- Monitor Ticket resolutions and escalations.
- Maintain desired Service Level within the department.
- Promote quality to qualify the calls.
- Use and ensure efficiency within staff.
- Verify availability of trace and shipment within services level.
- Ensure Validation of calls as per plan and service levels
- Take measures to reduce the occurrence of service failure.
- Participate in the development, implementation, and update of all aspects of Customer Service Training.
- Prepare departmental annual plan.
- Survey (Staff/Customer)
- Key Account Customer Management and report Updates.

- Perform other assignments as required.

Retail

- Ensure effective systems, handling equipment's, facilities, and tools to meet business requirements.
- Ensuring all the Retail Centers adhere to opening and closing timings.
- Ensure the Retail Department revenue growth meets the planned target.
- Visit Retail (As per the Budgeted Plan)
- Evaluate the efficiency and productivity of Retail Staff in creating positive customer experience.
- Cash remittance as per deadline.
- Maintain Retail Service level.
- Ensure all Scan and scan compliance related to retail is as per targets.
- Follow up the CS and administration tickets (open/close) within his area.
- Follow up closing NCs within his /her area.
- Handle all the Customer Complaints and Coordinate with Customer Service to resolve the customer complaints.
- Follow up attendance sheets.
- Handle uniform orders for retail employees in the area.
- Oversee shipping related services and activities.
- Ensure all Staff are trained and Coached.
- Ensure SMSA Service Center process and procedures are implemented and followed by all SC Staff
- Responsible for communication with the manager and team members on daily/weekly/monthly goals, performance to plan key performance metrics, customer issues and company initiatives.
- Ensures Kuwaitization targets are met.
- Ensure collective high standards of performance from the team, communicating/ allocating work.
- Support business-related initiatives, including visits to prospective clients.
- Implement company Policy and Procedures to meet ISO and business requirements.
- Overall supervision of Retail.
- Performs other assignments as required.
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Team

- Monitor Team Daily Performance, KPIs, and services level.
- Supervise and guide assigned team to meet deadline and department's objective.

HR

- Monitor/measure staff performance via Reports.
- Develop, groom, coach, and cross train staff members.
- Coordinate with HR for new hire and agents training and other staff issues.
- Respond to client queries/complaints.
- Review employee progress as related to quality and productivity objectives and participate in the development of programs to improve overall results.

- Ensure proper quality and productivity offering employee coaching and development when necessary and/or required.

General

- Coordinate with related departments to solve any shipment issues.
- Ensure staff efficiencies at highest level of quality and productivity.

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
Initiative	Level 3
Networking/Relationship building	Level 2
Teamwork	Level 3

Technical Competencie

Handling Customer Complaint Knowledge	Intermediate
Language Proficiency knowledge (Arabic)	Intermediate
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,	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

**Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)*

Decision Making

Correct action in consultation with the SLS, CS & Retail Manager

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

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: