

## Customer Service & Retail Supervisor

Job Title	Supervisor(Customer Service)		
Division	Customer Service		
Department	Customer Service		
Section	Customer Service		

Location	IBU-BAHRAIN	Direct Reports	RPI Agent, Validation Agents, Se
Reports To	SLS, CS & RTL Manager	Version Number	1
External Relations	Customers	Guide Number	
Internal Relations	Operations / CS / Retail/ Sales	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 complains 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.
- Manage call center for all SDC projects
- 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)

- Perform other assignments as required.

## Retail

- Ensure effective systems, handling equipment's, facilities and tools to meet business requirement.
- Ensuring all the Retail Centers adhere to opening and closing timings.
- Ensure the Retail Department revenue growth meet 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 area.
- Handle all the Customer Complaints and Coordinate with the Customer Service to resolve the customer complaints.
- Follow up attendance sheets.
- Handle uniform's orders for retail's 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 Bahrainization 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.

## Team

- Monitor Team Daily Performance, KPIs, and services level.
- Supervise and guide assigned team to meet deadline and departments 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 department 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 Competencies

Adaptability	Level 2
Analytical Thinking	Level 2
Conflict Management	Level 3
Decision Making	Level 3
Team Leadership	Level 3

### Technical Competencies

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

\*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

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

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>