

SDC Validation Agent

Job Title	Customer Services Agent		
Division	Customer Service		
Department	Customer Service		
Section	Customer Service		
Location			Direct Reports
Reports To	Customer Service & Retail Supervisor		Version Number 1
External Relations			Guide Number
Internal Relations			Job Code

Basic Function

Incoming and outgoing calls for validation of addresses are documented through SMSA SDM with complete and precise information

KEY Responsibilities

Core

- Agent should open the calls with formal greetings as specified by management and ensure their Respective names are pronounced correctly.
- Call customers to validate their physical addresses.
- Answer incoming calls and respond to customer's emails.
- Agent speak to customer in clear, courteous and polite manner
- Customer is called on the number provided by the client
- Complete name of customer is confirmed as provided by the client
- Customer is informed the type of the parcel and from which client
- A detailed home or work address is taken from customer
- A delivery commitment time is provided to customer
- Customer is informed His/Her official ID will be requested at time of delivery (CPR or Driving Licenses or Passport)
- Agent should close the calls with formal greetings as specified by management.
- Ticket assigned to be resolved within 7 days
- "Other functions that may be assigned to her may include but not limited to CS functions (Trace, Track, contact Center, RP, Ticketing, Customer Care)

General

- Ensure efficient and effective flow of the validation processes within SMSA.
- Coordinate with related department to solve any issues of validation.

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
Continuous Learning	Level 2
Initiative	Level 2
Teamwork	Level 2

Technical Competencies

Handling Customer Complaint Knowledge	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Beginner
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

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: