

Agent - Customer Services Management

Job Title	Agent	
Division	Support Services Division	
Department	Customer Services Department	
Section	Customer Services Management	
Location		Direct Reports
Reports To	Supervisor – Contact Centre	
External Relations		
Internal Relations	All departments	

Basic Function

Receiving calls from customer and resolving problems, serving as reverse pickup agent for both domestic and international shipments, quoting price for inbound shipment, and advising recipient of required paperwork for inbound international package per customs requirements. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Provide quotation to customers and update status of pickup request, based upon origin updates through system for international and email updates from origin for domestic reverse pickup request.
- Follow up with the concerned department, depending upon the nature of the issue.
- Accept call and action, depending upon the nature of the call. Forward calls to Customer Support Agents if the customer called for reverse pick up, tracing, or complaint.
- Respond to all international and domestic customer inquiries by phone.
- Remain current on all training, Features of Service, products, automation, marketing promotions, and international customs regulations.
- Quickly and efficiently identify and analyse customer needs.
- Investigate and resolve all service-related inquiries, including tracking/tracing for shipments.
- Manage all incoming calls and deal directly with clients.
- Record necessary information and route shipments based upon established policies and procedures.
- Monitor all packages and shipments to ensure arrivals and deadlines are met
- Notify clients of changes to routes.
- Update system with all job-related information.
- Provide additional administrative support for the department.
- For tracing/tracking calls, provide the appropriate information to customer; update tracing information for international shipments by using system. Ensure customer is attended to quickly and that staff is proactive on follow up.

- For booking calls, record updated address in system and forward to appropriate department; follow up until complete.
- Receive calls of special project and handle the issues.
- Chatting with Customers through our Website
- Arrange bookings for inbound and outbound shipments.
- Resolve customer queries and complaints by providing resolution for all shipping needs and requests; manage RPD/RPI Trace.
- Prepare SFR / DSFR report.
- Performs other assignments as required.
- Productivity/login duration call handling to be achieved

General

- Coordinate with related department to solve any issues for shipments.
- Ensure the staff operates at highest level of quality and productivity and exhibits high levels of integrity and ethical behaviour.
- Achieve Training/pass target
- Quality

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

Communication	Level 3
Initiative	Level 1
Networking/Relationship building	Level 1
Stress Management	Level 2
Teamwork	Level 2

Technical Competencies

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, e	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: