

## Call Back Agent - Customer Services Management

Job Title	Call Back Agent	
Division	Support Services Division	
Department	Customer Services Department	
Section	Customer Services Management	
Location	SMSA Support Services	Direct Reports
Reports To	Supervisor – Customer Service	
External Relations		
Internal Relations		

### Basic Function

Resolving customer concerns through proper communication and ensuring customer satisfaction by end of every transaction. Managing a range of routine and non-routine customer calls, relating to service or advice and ensuring compliance with local, corporate, and legal regulations. Fully understand, drive and promote SMSA vision, culture and values.

### KEY Responsibilities

#### Core

- Manage customer shipping requirements, including resolving issues of damaged and lost shipments by filling out appropriate paperwork in presence of appropriate department.
- Enter pick-up information for Dispatching, respond to customer inquiries, and demonstrate courtesy to ensure customer satisfaction.
- Courteously manage major complaints and assign basic written customer requests as designated.
- Support Contact Center in Handling all incoming calls and work directly with clients; take all necessary information and route shipments based upon established policies and procedures; ensure customer satisfied upon resolution of concerns.
- 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.
- Coordinate with other Department Managers in the kingdom in all matter related to CS and quality management.
- Manage dispute case or Duty and Taxes concerns by opening trace and communicating with package origins station through system to resolve problem.
- Coordinate with Sales to generate leads and improve communication.
- Work with local and foreign clients concerning export of their required goods.
- Effectively communication to clients regarding invoices and goods to customers in foreign countries.
- Log all major complaints and ensure reference number is initiated and provided to customer.

- Acknowledge complaints to the customer and ensure trace is initiated for origin to handle with customer per policy and procedure.
- Keep the customer informed each day, with a courtesy call back and advise the customer of the current status of the issue.
- Arrange a pick up schedule through formal process Core, ensuring confirmed pick up booking for out bound shipping.
- Ensure traces are updated and information passed to customer in timely basis, need to be proactive whenever necessary; maintain the report percentage per KPIs.
- Correspond with customers through mail, letter, or telephone.
- Arrange to bring packages from any location based upon customer request.
- Performs other assignments as required, including administrative support of department.
- Call Back Agent contribute to project work to enhance and develop the service
- Training/Pass mark
- Resolving Tickets
- Escalation process limitation

### 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 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

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

<b>Prepared By:</b>	<b>Reviewed by:</b>	<b>Approved by:</b>	<b>Endorsed by:</b>
<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>