

E-Care Agent - Customer Services Management

Job Title	E-Care 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

Monitor and respond to all customer requests through SMSA accounts on Social Media channels and SMSA online customer support channels (email, live chat...etc.). These requests include all type of customer support such as enquiries on SMSA services, rates, location, Sales leads and complaints.

KEY Responsibilities

Core

- Respond to all inbound requests on SMSA social media accounts and customer support channels (Twitter, Facebook, Instagram, SMSA website, live chat...etc.)
- Response rate should be achieved
- Monitor and respond to SMSA brand mentions and engage with the support requests.
- Find and engage with the potential customers who may be attracted to utilize SMSA services by offering resolution to his/her problem or sending gifts appreciating the post.
- Quickly and efficiently identify and analyze customer needs.
- Maintain response time
- Record the customer info and the necessary details to Initiate the customer request through Ticket/email to the concern area.
- Resolve the customer request or forward to the concern department to take the necessary action.
- When required, follow up with the concern department to ensure customer request resolved.
- Maintain login (Chats, calls,etc..)availability
- Immediate Escalation to the direct manager when a critical post placed on the social media channel which may affect SMSA reputation or put the image at risk.
- Customer satisfaction target to be achieved

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: