

Key Accounts Agent - Customer Services Management

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

Basic Function

Receiving calls from Key Customers and resolving their problems, serving as reverse pickup agent for both domestic and international shipments, quoting price for inbound shipment, and advising Customers of required paperwork for inbound/outbound 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 Shipments of Top Key Accounts Customers.
- Handling Key accounts.
- Follow up with the concerned department, depending upon the nature of the issue.
- Accept call and action, depending upon the nature of the call.
- Respond to all international and domestic customer inquiries for Key Accounts customers by phone.
- Quickly and efficiently identify and analyze Key Accounts customer needs.
- Investigate and resolve all service-related inquiries, including tracking/tracing for Key Accounts customer shipments.
- Manage all incoming calls and deal directly with clients.
- Record necessary information and re-route shipments as per customer requests 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.
- For tracing/tracking calls, provide the appropriate information to customer; update tracing information for international shipments by using system. Ensure customer is attended quickly and 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 available resources.
- 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 Daily & Weekly Reports.
- Performs other assignments as required.

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 <i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i> | |
| 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. <div style="text-align: center;">or</div> 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 <div style="text-align: center;">or</div> 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: |
| | |