Department/Section:	**Customer Care**
Job Title:	**Call Centre Representative**
Reports to:	**Call Center Supervisor**

Job Purpose:

Provide customers with prompt, professional and accurate information and service in a single call with the objective of always delivering a consistent world class customer experience. Recognise opportunities to up-sell and cross-sell to their customers through developing first class customer relationships.

Key Tasks/Accountabilities:

1. Agree and strive to consistently deliver individual and team performance objectives.

2. Monitor own progress against personal development plan.

3. Quickly and efficiently able to input, update, delete, add, amend customer data into operator's customer database

4. Operate IT applications such as Internet, Intranet, email and windows applications with + or – 5% key stroke errors

5. Handle incoming customer calls using a variety of call centre technologies and telephony platforms

6. Deliver to sales targets through up-selling and cross-selling

7. Handle customer queries, complaints and concerns in a professional manner.

8. Escalate customer calls to call centre supervisor/manager in line with business rules

9. Manage recognition and rewards programmes linked to customer satisfaction measures.

10. Maintain Call Centre standards for customer service levels

Typical Performance Measures:

- Effectiveness of customer satisfaction
- Effectiveness of delivering to agreed standards and targets
- Operation of integrated solutions
- Quality of relationships with internal/external customers/peers
- Effectiveness of issue resolution/decision making/
- Delivery of outcomes to agreed quality standards and deadlines
- Adaptability to change of work plans/schedules

Dimensions:

- Reports to Call Centre Supervisor
- Liaison with peers/other team member and third-party contractors
- Fosters Customer Relationship Management methodologies and approaches

PERSON SPECIFICATION

Qualifications/Experience:

- Previous experience of working in a Call Centre, Customer Care or Sales environment is desirable
- Mobile Telecommunications background desirable
- Previous record of working in a customer focused environment is essential
- High School Certificate or better

Knowledge:

- Broad understanding of Telecomm- fixed line or mobile.
- Any understanding of business process from customer acquisition through to customer fulfilment to ensure appropriate integration of solutions to business requirements would be useful.
- Knowledge of PC operations – web functionality, email, internet or intranet

Skills:

- Conflict handling and resolution skills
- Good communication and reporting skills (verbal and written)
- Self confident
- Adapts well to change
- Multi-lingual Arabic and English.

Key Behaviours for Success:

- Problem Solving
- Forward Planning
- Commercial Awareness
- Results Driven
- Concern for Standards/Efficiency
- Being Collaborative and Cooperative
- Tenacity, Resilience and Self Management
- Work under pressure
- Develop team spirit