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| **JOB DESCRIPTION** | | | | | | |
| **DATE:** | | | | | | |
| COMPANY: |  | | JOB TITLE: | | CALL CENTRE AGENT – INBOUND TECHNICAL SUPPORT | |
| DEPARTMENT: |  | | CURRENT INCUMBENT: | |  | |
| DIRECT SUBORDINATES: |  | | INDIRECT SUBORDINATES: | |  | |
| BRIEF DESCRIPTION: | | The position of call centre agent (inbound technical support) consists of being the first line of contact for users with technical issues and providing hardware and software technical support. | | | | |
| QUALIFICATIONS & REQUIREMENTS: | | * A college degree or equivalent; * Ability to give full attention to what other people are saying, and to actively look for ways to help people; * Ability to use logic and reason to identify the strengths and weaknesses of alternative solutions. | | | | |
| COMPETENCIES: | | * Attention to Detail — Job requires being careful about detail and thorough in completing work tasks. * Dependability — Job requires being reliable, responsible, and dependable, and fulfilling obligations. * Self Control — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behaviour, even in very difficult situations. * Concern for Others — Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job. * Stress Tolerance — Job requires accepting criticism and dealing calmly and effectively with high-stress situations. | | | | |
| TASKS: | | * Alert supervisors when there is an absence of information in the Knowledge Base; * Analyse customer problems and research solutions using Knowledge Base software; * Assist less experienced representatives, as necessary; * Diagnose customer issues through process of elimination by asking probing questions; * Record issues appropriately based on existing guidelines; * Explain service contract provisions to dissatisfied customers; * Deliver easily understood answers adapted to the customer situation; * Provide software and hardware technical support; * Take inbound customer calls, chats and Email inquiries; * Propose new information for Knowledge Base to increase customer self-service. | | | | |
| LINES OF COMMUNICATION: | | Specify | | | | |
| WORKING CONDITIONS: | | Indicate whether the position is half time or full time. List any unique working conditions such as hours  etc. | | | | |
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| SIGNATORIES: | | | | | |  |
|  | NAME: | | | DATE: | | SIGNATURE: |
| INCUMBENT: |  | | |  | |  |
| LINE MANAGER: |  | | |  | |  |
| HR MANAGER: |  | | |  | |  |