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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.
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| 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.
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| 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.
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| 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: |  |  |  |