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| **JOB DESCRIPTION** |
| **DATE:**  |
| COMPANY: |  | JOB TITLE: | CALL CENTRE AGENT – INBOUND CUSTOMER SERVICE & ORDERS |
| DEPARTMENT: |  | CURRENT INCUMBENT: |  |
| DIRECT SUBORDINATES: |  | INDIRECT SUBORDINATES: |  |
| BRIEF DESCRIPTION: | The position of call centre agent (inbound customer services & orders) consists of interacting with customers to provide information *in re*sponse to inquiries about products and services, taking orders, analysing customer problems, and handling and resolving complaints. |
| QUALIFICATIONS & REQUIREMENTS: | * A high school diploma or equivalent;
* Ability to give full attention to what other people are saying, and to actively look for ways to help people;
* Ability to persuade others to change their minds or behaviour.
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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 data in the Knowledge Base;
* Assist less experienced representatives, as required;
* Expand and maintain knowledge of all services and equipment offered by the company;
* Create and maintain effective relationships with customers by gaining their trust and respect;
* Explain service contract provisions to dissatisfied customers;
* Keep current with programme information, trends and developments in your field;
* Keep records of customer interactions and transactions;
* Obtain details of complaints and account cancellations;
* Offer alternative solutions with the objective of retaining customer business;
* Utilise a variety of systems and web-based tools to research & resolve customer issues.
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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: |  |  |  |