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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. | | | | |
| 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 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. | | | | |
| 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: |  | | |  | |  |