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| **JOB DESCRIPTION** |
| **DATE:**  |
| COMPANY: |  | JOB TITLE: | CALL CENTRE AGENT – OUTBOUND CUSTOMER SERVICES & ORDERS - COLLECTIONS |
| DEPARTMENT: |  | CURRENT INCUMBENT: |  |
| DIRECT SUBORDINATES: |  | INDIRECT SUBORDINATES: |  |
| BRIEF DESCRIPTION: | The position of call centre agent (outbound customer service & orders – collections) consists of contacting and notifying clients of delinquent accounts by telephone to solicit payment. It also includes the writing of emails to clients, receiving and posting payment amounts to the customer's account. |
| QUALIFICATIONS & REQUIREMENTS: | * A high school diploma or equivalent;
* Ability to give full attention to what other people are saying, and to be aware of other’s reactions and understand why they react as they do;
* Ability to persuade others to change their minds or behaviour.
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| COMPETENCIES: | * Self Control — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behaviour, even in very difficult situations.
* Stress Tolerance — Job requires accepting criticism and dealing calmly and effectively with high-stress situations.
* Dependability — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
* Integrity — Job requires being honest and ethical.
* Attention to Detail — Job requires being careful about detail and thorough in completing work tasks.
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| TASKS: | * Acknowledge and resolve customer complaints;
* Develop and maintain knowledge of all services and equipment offered by the company;
* Gain an understanding of each customer's circumstances;
* Identify fraudulent accounts;
* Keep current with programme information, trends and developments in your field;
* Keep records of customer interactions and transactions;
* Make financial decisions to protect or collect revenues and adjust customer accounts;
* Negotiate repayment terms that work for both customer and the company;
* Work with bankruptcy rules and with minimal supervision;
* Write emails to clients and ensure that the customer’s records are kept up to date.
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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: |  |  |  |