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| D:\i2  Logo | Job Description – Call Center Agent |

**Job Specifications:**

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| Divisions Activity | Care |
| **Director’s Title** | Care Director |
| **Manager’s Title** | *Call Center* Manager |
| **Direct Superior's Title** | *Call Center* Supervisor |
| **Position’s Title** | *Call Center Agent* |
| **Number of Subordinates:** | - |
| **Number of holders of the same title** | 3 |
| **Work Station/Premises Location** | *Call Center Room* |
| **Total Number of years of experience** | 1 |
| **Professional experience** | 1 |
| **Age (Average)** | From 24 to 28 |
| **Required Qualifications** | BA degree |
| **Major Responsibilities:**   * Obtains client information by answering telephone calls; interviewing clients; verifying information. * Determines eligibility by comparing client information to requirements. * Establishes policies by entering client information; confirming pricing. * Informs clients by explaining procedures; answering questions; providing information. * Maintains communication equipment by reporting problems. * Maintains and improves quality results by adhering to standards and guidelines; recommending improved procedures. * Updates job knowledge by studying new product descriptions; participating in educational opportunities. * Accomplishes sales and organization mission by completing related results as needed. | |
| **Skills:** | |
| * **Language Skills:** * **Arabic :** Mother Tongue * **English:** Good command of written and spoken | |
| * **Computer Skills:** * Good knowledge of Windows & Microsoft Office Applications | |
| * **Other Skills:** * Excellent organization Skills * Excellent Team Work skills * Excellent customer service skills * Excellent ability to work under pressure | |

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| **Person’s Profile:** Verbal Communication, Phone Skills, Listening, Data Entry Skills, People Skills, Informing, Customer Focus, Customer Service, Attention to Detail, Professionalism, Multi-tasking |
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| **Space for career advancement within Itsalat International – i2:**   * Senior *Call Center* |