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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.

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| **Skills:** |
| * **Language Skills:**
* **Arabic :** Mother Tongue
* **English:** Good command of written and spoken
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| * **Computer Skills:**
* Good knowledge of Windows & Microsoft Office Applications
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| * **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*
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