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| D:\i2  Logo | Job Description – Customer Care Representative |

**Job Specifications:**

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| Divisions Activity | Care |
| **Director’s Title**  | Care Director |
| **Manager’s Title** | *Customer Care* Manager |
| **Direct Superior's Title** | *Customer Care* Store Manager |
| **Position’s Title** | *Customer Care Representative* |
| **Number of Subordinates:** | - |
| **Number of holders of the same title** | 19 |
| **Work Station/Premises Location** | *Care Store* |
| **Total Number of years of experience** | 1 |
| **Professional experience** | 1 |
| **Age (Average)** | From 24 to 28 |
| **Required Qualifications** | BA degree |
| **Major Responsibilities:*** Attracts potential customers by answering product and service questions; suggesting information about other products and services.
* Opens customer accounts by recording account information.
* Maintains customer records by updating account information.
* Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
* Maintains financial accounts by processing customer adjustments.
* Recommends potential products or services to management by collecting customer information and analyzing customer needs.
* Prepares product or service reports by collecting and analyzing customer information.
* Contributes to team effort by accomplishing 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:** Customer Service, Product Knowledge, Quality Focus, Problem Solving, Market Knowledge, Documentation Skills, Listening, Phone Skills, Resolving Conflict, Analyzing Information , Multi-tasking |
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| **Space for career advancement within Itsalat International – i2:*** *Customer Care* Store Manager
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