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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. | |
| **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:** 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 |