



## JOB Description

<b>Department</b>	Customer Care
<b>Purpose of Role</b>	<ul style="list-style-type: none"> <li>- Provide customers with high quality service to reach customer satisfaction thorough all contact channels.</li> <li>- Feedback on customer experience with Company's products and touch points.</li> </ul>
<b>Responsibilities / Main Duties</b>	<ul style="list-style-type: none"> <li>- Serve all customers contacts though all contact channels (Call, E-mail, Fax ...).</li> <li>- Follow up and solve customer complaints.</li> <li>- Maintain high quality service to Company's customers.</li> <li>- Implement all customers request and provisioning.</li> <li>- Outgoing contact to customers as promotional campaigns, reminders, surveys, follow up calls.</li> <li>- Revise and update customer's information into IT systems.</li> <li>- Archiving customers' documents (Hard and Soft).</li> <li>- Feedback on any customers' or work environment related issues.</li> <li>- Duties and responsibilities outlined may vary over time and are subject to management review and amendment</li> <li>- Any other Tasks assigned by Direct Superior/ Head of Department.</li> </ul>
<b>Specific Qualifications</b>	<ul style="list-style-type: none"> <li>• Bachelor/diploma degree from an accredited university or institution preferably in computer science, MIS, BIS or any other IT related field or other equivalent in years of experience which may substitute for education.</li> <li>• Fresh Graduate to 1+ years of experience in CC or related field.</li> <li>• Customer oriented.</li> <li>• Strong IT background.</li> <li>• Strong communication skills.</li> <li>• Self-Motivated.</li> <li>• Open minded.</li> <li>• Fast Learner.</li> <li>• Handle work under pressure.</li> <li>• Very good command in both Arabic and English languages.</li> </ul>
<b>Reports To:</b>	Customer Care Supervisor