

JOB DESCRIPTION
Customer Care Agent

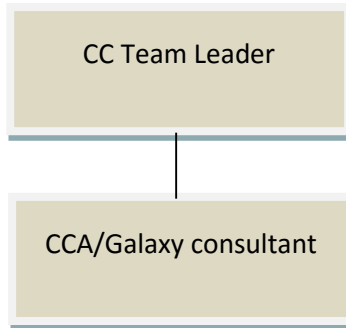
Title: Customer Care Agent
Company: Comtek Services Sal

Dept.: Customer Care
Reports To: CC Team Leader

PURPOSE:

Customer Care Agent is responsible for acting as a link between customers and the company. They assist with complaints, orders, errors, account questions, billing, and other queries

ORGANIZATIONAL HIERARCHY:



Peers:	Direct Reports:
CCA/Galaxy Consultant	CC Team Leader

KEY ACCOUNTABILITIES:

1. Create an account for new customers.
2. Fill the requested information about the customer, and the product damaged.
3. Send the products to the repair center to identify the problem and fix it.
4. Issue an invoice of the repaired cost.
5. Other duties as assigned.

EDUCATION & EXPERIENCE:

1. High School graduate

2. Knowledge of E-mails, MS Office.
3. Fluent in English and Arabic.
4. One to two years' experience in customer care or similar field

KNOWLEDGE & SKILLS REQUIREMENTS:

1. Excellent communication skills (verbal and written)
2. Ability to exercise good interpersonal skills
3. Product Knowledge
4. Presentation Skills
5. Time management skills
6. Analytical skills
7. Problem solving skills
8. Negotiation Skills
9. Integrity/Ethics
10. Teamwork
11. Ability to handle pressure