

JOB ANNOUNCEMENT

Vacancy No:
CUG/VA/18-48

Position Title:
Call Center Agent (Etisalat Afghanistan)

Number of Positions:
125

Job Summary:

We are looking for a Call Center Representatives that will be the liaison between our Client (Etisalat) and its current and potential customers. The successful candidate will be able to accept ownership for effectively solving customer issues, complaints and inquiries; keeping customer satisfaction at the core of every decision and behavior.

Duties & Responsibilities:


- To be flexible 24/7.
- Resolve Customers' Inquiries & Complains on time.
- Report directly to Call Center Respective Team Leader.
- Any extra task(s) and assignment(s) given by call center supervisor.
- Responsible for reaching the Call Center Target from quantity and quality perspective.
- Answering to Customers' inquiries and solving the problems online using Call Center provided facilities, information and own knowledge and training obtained regarding Call Center.
- Assigning the complaints with required data that can't be solved immediately as 1st call resolution to related department as per existing protocol with concern departments (KPI).
- Feeding the nature of complaints and enquiries in existing software (Call Reasons & TTS) for further reference, correspondence and reporting.
- Response all Customers' calls which land up in Call Center 888 help line according to standard Call Center Scripts.
- Being on time and perform all works given in for Call Center Agent by Call Center Team supervisor & WFM.
- To maintain adherence, cleanness, tidiness, discipline and professional attitude with internal and external customers.

Qualification:

- High School or University Graduates
- Should be fluently familiar in English, Dari and Pashto.
- Basic computer and Ms. Office skills
- Female candidates are highly encouraged to apply.

Submission Guidelines:

Qualified applicants who are exactly suitable with above criteria are requested to send their Applications + CVs and clearly mention the job title and vacancy number in the subject line: (CUG/VA/18-48 – Call Center Agent) otherwise their application will not be considered. For further clarifications please call 0783838386


Abdulrahman Hanify

