

SCHEME OF DUTIES FOR CUSTOMER AGENT ON CONTRACT

POST	CUSTOMER AGENT (On Contract)
QUALIFICATION	(i) School Certificate or an equivalent qualification acceptable to the Board. (ii) A minimum of one year's experience in customer experience/public relations/call centre.
SKILLS & COMPETENCIES	1. Self-Control: Should have the ability to adapt to all type of upset customers (People-First Attitude) 2. Empathy 3. Fluent communication skills 4. Computer literate 5. Persuasive speaking skills 6. Ability to take responsibility 7. Patience 8. Effective listener 9. Understanding of the CWA operational activities 10. Time management 11. Basic knowledge of excel software 12. Problem Solving Attitude 13. Be able to work under pressure.
SALARY	Rs 16,500 + salary compensation
HOURS OF WORK	The Customer Agent will work on roster basis during a week including weekends, public holidays and officially declared cyclone days.
REPORTING LINE	Customer Experience Coordinator or Team Leader, Customer Experience Service Centre as designated.
ROLE AND RESPONSIBILITY	The Customer Agent will have to resolve customer complaints, respond to phone call and email requests and maintain customer service records.
DUTIES	1. To receive and place customer service telephone calls. 2. To maintain solid customer relationships by handling questions and concerns with speed and professionalism. 3. To chase debtors for recovery of outstanding debts. 4. To follow-up customer complaints, managing database records, drafting status reports on customer service issues. 5. To track water tanker vehicles. 6. To make data entry and research as required to troubleshoot customer problems. 7. To use ICT in the performance of his duties. 8. To perform such other duties directly related to the main duties listed above or related to the delivery of the output and results expected from the Customer Agent in the role ascribed to him.