

## **SCHEME OF DUTIES FOR CUSTOMER AGENT ON CONTRACT**

<b>POST</b>	<b>CUSTOMER AGENT (On Contract)</b>
<b>QUALIFICATION</b>	(i) School Certificate or an equivalent qualification acceptable to the Board.
<b>SKILLS &amp; COMPETENCIES</b>	<ol style="list-style-type: none"> <li>1. Self-Control: Should have the ability to adapt to all type of upset customers (People-First Attitude)</li> <li>2. Empathy</li> <li>3. Fluent communication skills</li> <li>4. Computer literate</li> <li>5. Persuasive speaking skills</li> <li>6. Ability to take responsibility</li> <li>7. Patience</li> <li>8. Effective listener</li> <li>9. Understanding of the CWA operational activities</li> <li>10. Time management</li> <li>11. Basic knowledge of excel software</li> <li>12. Problem Solving Attitude</li> <li>13. Be able to work under pressure.</li> </ol>
<b>SALARY</b>	Rs 16,500 + salary compensation
<b>HOURS OF WORK</b>	The Customer Agent shall work on roster basis during a week including weekends, public holidays and officially declared cyclone days.
<b>REPORTING LINE</b>	Customer Experience Coordinator or Team Leader, Customer Experience Service Centre as designated.
<b>ROLE AND RESPONSIBILITY</b>	The Customer Agent shall have to resolve customer complaints, respond to phone call and email requests and maintain customer service records.
<b>DUTIES</b>	<ol style="list-style-type: none"> <li>1. To receive and place customer service telephone calls.</li> <li>2. To maintain solid customer relationships by handling questions and concerns with speed and professionalism.</li> <li>3. To chase debtors for recovery of outstanding debts.</li> <li>4. To follow-up customer complaints, managing database records, drafting status reports on customer service issues.</li> <li>5. To track water tanker vehicles.</li> <li>6. To make data entry and research as required to troubleshoot customer problems.</li> <li>7. To use ICT in the performance of his duties.</li> <li>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.</li> </ol>
<b>TRAINING</b>	Selected candidates will be required to undergo a training course on Communication & Interpersonal Skills, Customer Care and Mastering Telephone Skills.