

JOB POSTING REQUEST FORM

JOB DETAILS	
Reference #	CP-354-2022
Company Name	OMT
Industry	Financial Services
Vacancy	Contact Center Representative
Number of vacancies for that position	
Job Type (<i>FT, PT, Contractual, Seasonal</i>)	Full Time Employment
Major(s)	Management, Marketing, PR
Degree	University Degree
Years of Experience	Fresh Grad to 5 years of experience
Location	HQ; Badaro
Remuneration & Benefits	NSSF and Transportation
Currency (LBP, Dollar, Lollar)	Dollar and Lollar
Tasks & Responsibilities	<ul style="list-style-type: none"> • Handles incoming calls from customers with high professionalism by resolving their problems, answering their questions or providing them with information following Contact Center procedures • Analyses and evaluates agents/ customers' requests; gathers needed data and case details and reports or escalates case to the concerned department by email when needed • Follows up on agents/ customers' cases and provides them back with updates on their case when needed • Maintains accurate records and profiles for all agents/ customers and their cases whether seeking for information or submitting a complaint; updates system continuously along with case status • Updates and maintains database and ensures data integrity and accuracy • Supports in incoming cases management <p>Qualifications: University Degree in Business Administration, Marketing, Public Relations or equivalent (can be in progress)</p> <p>Technical Skills:</p>

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- Proficiency in English and Arabic; French is a plus
- Proficiency in Microsoft Office
- Experience in customer service or any related field

Overall experience:

- 0-5 years
- Excellent customer service skills
- Excellent interpersonal skills
- Ability to work on own initiatives
- High level of ethics and compliance
- Ability to communicate properly and professionally
- Ability to build and maintain positive relationships
- Excellent organizational skills and attention to detail