

JOB POSTING REQUEST FORM

JOB DETAILS	
Reference #	CP-484-2022
Company Name	OMT
Industry	Financial Services
Vacancy	Contact Center Representative
Number of vacancies for that position	
Job Type (<i>FT, PT, Contractual, Seasonal</i>)	Part Time Employment
Major(s)	Management, Marketing, PR
Degree	University Degree
Years of Experience	0 to 5 years of experience & undergraduates
Location	HQ; Badaro
Remuneration & Benefits	NSSF and Transportation
Currency (LBP, Dollar, Lollar)	Dollar and Lollar
Tasks & Responsibilities	<p>Agent & Customer Relationship Management</p> <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:</p> <ul style="list-style-type: none"> • University Degree in Business Administration, Marketing, Public

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Relations or equivalent (can be in progress)

Technical Skills:

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