

JOB POSTING REQUEST FORM

JOB DETAILS	
Reference #	CP-645-2022
Company Name	Mideast Assistance International S.A. L
Industry	Call Center
Vacancy	Assistance Coordinator
Number of vacancies for that position	2
Job Type (<i>FT, PT, Contractual, Seasonal</i>)	FT
Major(s)	Business Administration, Translation, ... Medical background would be a plus.
Degree	BS
Years of Experience	0 years
Location	Dbayeh
Remuneration & Benefits	During the probation period: -Basic salary: \$400 + 1,300,000 LBP Plus, transportation After the probation period: -Basic salary: \$537.50 + 2,625,000 LBP Plus, transportation
Currency (LBP, Dollar, Lollar)	USD and LBP
Tasks & Responsibilities	<ul style="list-style-type: none"> • Receiving, dispatching and replying to phone calls and e-mails within agreed time scales and according to the assistance platform procedure. • Assisting clients as necessary by taking actions to provide high level services according to their needs while always striving to exceed their expectations. • Collecting all the information needed from the beneficiary and creating files on the system. • Verifying the general conditions and validity of contracts. • Following up with the client/ beneficiary/ Service Providers/Network Providers. • Advising beneficiaries on benefits and services available. • Analyzing and treating files according to the assistance platform procedure. • Preparing and sending the approved guarantee of payment to Service Providers/Network Providers • Updating the beneficiary/ client about the file status. • Working in a team environment to ensure proper case handling.

JOB POSTING REQUEST FORM

- Ensuring the application of all the quality requirements.
- Ensuring proper communication with all departments to maintain suitable work environment.