

Transcom

Job Description

Job Title: Customer Service Representative (CSR)

Department: Operations

Reports to: Team Leader (TL)

Assignment Summary

- Responsible for providing customer care activities for defined client projects.
- The CSR reports directly to the Team Leader (TL).

Description of Role and Objectives:

- CSR should perform assigned customer service, telemarketing, and Back office duties the best way to meet company objectives in all areas of employee, client, and shareholder satisfaction.

Responsibilities:

- CSR's main task is to offer full range of customer service to assigned Employer's Clients, by phone, fax, or mail/e-mail. Full range of customer service includes handling of incoming calls and outgoing calls (incl. sales calls). The offered customer service should be of highest quality - accurate, polite, and competent.
- CSR's work duties can as well include data input to Client's programs and other back office tasks. The BO tasks should be made on first opportunity, precisely, without mistakes.
- Additional responsibilities may be added as the needs of the business change and expand:

People

- Be open and receptive to constructive feedback from Team Leaders, TQM, and other CSR's. Listen, ask questions, and enthusiastically implement the tools given to improve the quality of your work.
- Help to keep motivation high by being supportive to your colleagues
- Take full responsibility and the required action for assigned tasks.

Performance

- Understand, meet, and exceed targets set by your TL for different clients/projects.
- Propose motivational activities.
- Propose ideas for continuous improvement.
- Meet or exceed all attendance minimums.
- Adhere to all scheduled breaks and lunches (i.e. meet established schedule adherence/compliance minimums)
- Zero justified complaints

- To complete self-training through the use of the Intranet

Quality

- Have a clear understanding of quality expectations for the different clients and projects.
- Improve the quality of your work on a daily basis by learning and implementing new skills with help from Team Leaders, TQM and other CSR

Process integrity

- Be actively involved in problem solving and propose improvements to processes.
- Implement and respect TranscomWW standard practices.

Culture

- Promote TransVision objectives.
- Conduct yourself in a manner consistent with the values of the organization.
- Make Transcom an enjoyable place to work.

Qualification and experience

To qualify for this role you must...

- Have six months of customer service or sales experience in a contact centre or related environment.
- Have six months of computer related experience.
- Have worked in a performance driven environment.

It will help if you...

- Possess high school diploma or university entrance degree.
- Have a good understanding of CRM best practice
- Have other language skills including English

Personality profile:

To be successful in this role you must...

- Possess positive attitude.
- Have very good interpersonal skills (both written and oral)
- Take ownership for quality, competence, and commitment.
- Enjoy/thrive on autonomy within the franchise framework and be results focused.
- Be highly motivated and prepared to work hard.
- Have high personal energy and enjoy a lively environment.
- Be highly flexible and welcome change/improvements.

Working environment

You should be ready to:

- Work in a fast-paced, results-oriented environment. Results will be discussed frequently throughout the day, including call monitoring, sales, productivity, and service levels. Written tests can be organised on a regular basis. May be required to change projects or priorities to meet the needs of the business.

I, _____, hereby acknowledge that I have read the above Job Description document. I have reviewed, understand, and assume accountability and responsibility for all of the above Job Responsibilities and Goals/Dates.

Employee Signature

Date

Business Manager

Date