

JOB DESCRIPTION

Private & Confidential

21/11/2006

Call Center Rep Inbound Complaints Focus/ Thomas International

	Job
D	-4
I	-5
S	8
C	5

The results of the completed job profile suggest that the competencies required by the jobholder should include the ability to:

- Generate and provide specialist and/or administrative services which benefit the organization and whether they are "thing" or "people" related lead to a high level of both internal or external customer satisfaction.
- Be consistent in the manner in which a task is tackled, creating sound practical procedures which incorporate checks for accuracy and ensure that tasks are completed satisfactorily.
- Remain self-controlled when things go wrong and people get agitated or aggressive, be prepared to listen to what others say and feel, deal with conflict in an accommodating manner and use practicality as a method for reaching a solution.
- Develop a team atmosphere through hard work, calmness, tolerance and consistency, attempting to fulfill work projects with honesty and integrity.
- Apply a systematic and logical approach in order to get things right.
- Be disciplined in developing organizational systems, procedures, rules and norms.
- Be non-confrontational when handling or involved in conflict situations and in order to achieve agreed and acceptable standards and timescales adopt a passive and non-demanding working ethic.
- Retain a formal and professional manner, reflect on difficult situations and stand back from people and remain unemotional in order to resolve problems.

The Human Job Analysis indicates that the role requires a person to fulfill this position who is structured, organized and specialist/technical/administrative by nature. The job calls for someone who is systematic and has the ability to concentrate on things within their area of knowledge, experience and education. The work may involve operating equipment, gathering facts or performing specialist assignments. The person fulfilling this role should be approachable, thorough, methodical, predictable, self-disciplined, patient, logical, careful, diplomatic and conventional in approach. Moderation, consistency and the ability to tie up all the loose ends and finish a job will be of importance. Unrealistic time pressures should not be placed upon the incumbent, as maintaining quality and standards will be priority.

Please bear in mind that the full analysis and points to review should be taken into consideration when comparing a person's profile with a Human Job Analysis; together with all biographical data.

D I^{Job} S C

