

JOB DESCRIPTION

Private & Confidential

21/11/2006

Call Center Rep Outbound Collections Focus/ Thomas International

	Job
D	0
I	-6
S	6
C	6

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

- Provide practical advice and solutions to problems and ensure that tasks are followed through, loose ends are tied up and the job is completed.
- Develop a team atmosphere through hard work, calmness, tolerance and consistency, attempting to fulfill work projects with honesty and integrity.
- Establish, build and stabilize relationships by listening to what others have to say thus digesting and absorbing the facts in order to respond and take action.
- 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.
- Evaluate situations, calculate and reduce risk, justify and defend correctness, give reasons for views and generally provide shrewd judgement in any situation.
- Consider problems as a challenge, collect information relevant to the problem, be disciplined in ascertaining the root cause, identify and develop a practical solution, communicate the findings and implement action to resolve the problem.
- Be a self-starter in order to achieve tasks and overcome problems as well as provide direction for others.
- Create a culture of continuous improvement.
- Adopt a serious and questioning manner in order to assess situations and come to conclusions, thus basing the process on facts and information gleaned from others.

The Human Job Analysis is calling for a person who has the drive to achieve results within a specialist, technical or administrative area of expertise. The incumbent is likely to be reflective by nature and should enjoy working in areas which require attention to detail and maintaining quality and standards. The job is likely to involve concepts, equipment, ideas and problem solving where a sound depth of knowledge and expertise are a strong requirement. Persistence and the ability to see a job through to conclusion are important to the role as is security and a structured working environment. Impulsive and pressurized decision making should not be an integral aspect of the function as caution should be exercised in this area. The person fulfilling this role should be driving, thorough, systematic and enjoy working within clearly defined work parameters. Ideally the job is calling for a person who is tenacious, structured, methodical, organized, inquisitive, factual, cautious, shrewd, self-reliant, hard working and with a strong need to achieve a worthwhile result. A probing, questioning and objective approach is also called for within the position.

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

