

JOB DESCRIPTION

Private & Confidential

21/11/2006

Call Center Rep Outbound Sales Focus/ Thomas International

	Job
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C	3

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

- Create a network of contacts across various disciplines that provide advice on what resources are available both within or outside the organization.
- Provide optimum levels of leadership, if required, encouragement, training and support in order to help others achieve their results and meet their budgets.
- Meet people with ease and motivate them to seek opportunities and achieve high standards.
- Remain confident when dealing with negative situations, convince others to have ideas and create new options, as well as encouraging and enthusing them to come up with imaginative solutions to difficult problems.
- Evaluate situations, calculate risks while justifying and defending correctness.
- Work to a high specification in order to improve and maintain quality.
- Provide simple practical solutions and tie up loose ends.
- Develop competence and expertise.
- Adopt an accommodating and helpful manner, debate, agree and where necessary accept the objectives set by others and work within agreed parameters in order to ensuring tasks are complete.

The Human Job Analysis indicates that the person fulfilling this role should have the ability to absorb and impart information to others on a factual basis within a specialist/technical area of expertise. Situations involving people and maintaining goodwill are also important to the function. The incumbent should have persistence, be thorough, systematic and precise and have an innate need to get things right. Ideally the person in this position should have the ability to adhere to rules, procedure and detail while maintaining quality and ensuring standards are met. Diplomacy and working within clearly defined parameters, in a predictable climate are other aspects which may be involved in the job.

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

