

JOB DESCRIPTION

Private & Confidential

21/11/2006

Call Center Rep Technical Focus/ Thomas International

	Job
D	-8
I	0
S	8
C	5

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

- Give support and care in terms of both practical advice and action in areas where competence, knowledge and experience are needed.
- Develop a team atmosphere through hard work, calmness, tolerance and consistency, attempting to fulfill work projects with honesty and integrity.
- 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.
- Be persistent in problem solving, seeking solutions through the expertise of both self and others, researching the facts with care and resolving problems in a timely and thorough manner.
- Provide the best solutions in terms of quality and cost.
- Enjoy the challenge of problem solving and come up with well thought through practical solutions.
- Influence and persuade others to give their best and willingly praise those who do well.
- Encourage a high level of performance by providing effective mentoring, coaching and counseling.
- 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.

The Human Job Analysis is calling for a person who can give consistent performance within a highly structured and predictable climate. The incumbent should have the ability to deal with routine tasks and the persistence to see a job through to conclusion. The job is likely to be of a specialist, technical or administrative nature where the person is required to use knowledge and expertise. A friendly approach and the ability to communicate in a thorough and factual manner are integral to the function. Standard operating procedures, adherence to rules, and a patient, hard working nature are also important aspects of the role. Ideally the person fulfilling this job will have the ability to persuade others, work within specific guidelines while at the same time maintaining quality and standards. The person should be routine-orientated, methodical, thorough, compliant, cautious, sensitive, diplomatic, self-disciplined, amiable and accommodating. The function is also calling for a person who is non-aggressive by nature and prefers an environment which is free of trouble and confrontation.

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

