

JOB DESCRIPTION

Tier 2 – Service Centre Consultant	
Location:	Cape Town
Date:	May 2009
Reporting To:	Service Centre Supervisor
Reporting to You:	N/A
Purpose	To provide an entry level of technical support and sales to all Clickatell's clients. To provide superior customer service in all areas of the company's customer service needs.
Key Responsibility Areas:	<ol style="list-style-type: none"> 1. Achieve agreed set goals 2. Meet productivity targets as determined by individual contract 3. Quality targets met as per email monitoring QA process 4. Client's technical/sales queries resolved or escalated to appropriate departments 5. Ensure data administration and integrity
Core Competencies:	<ol style="list-style-type: none"> 1. Learning orientation 2. Team orientation 3. Results orientation 4. Pro-active/ initiative 5. Good communication skills 6. High tolerance level/patience 7. Confidence 8. Customer service focus 9. Sales orientation 10. Good leadership skills
General Competencies:	<ol style="list-style-type: none"> 1. Computer literate (MS Office, MS Windows, Internet and email) 2. Foresight, analysis and logic, systematic and orderly planning, attention to detail 3. Ability to meet all deadlines and work under pressure
Experience and Education:	<ol style="list-style-type: none"> 1. Call centre practices 2. Knowledge of the technical aspect of operating systems and Internet 3. Sales experience 4. Basic programming skills 5. IT diploma an advantage 6. Troubleshooting skills

	<ol style="list-style-type: none"> 7. Analytical thinking 8. Questioning skills 9. Good verbal expression 10. Basic selling skills 11. Typing skills 12. Understanding of all Clickatell API products e.g. HTTP, FTP, SMTP protocols 13. Willingness to learn about mobile industry
<p>Personal Characteristics:</p>	<ol style="list-style-type: none"> 1. Excellent organisational skills 2. Attention to detail 3. Self driven 4. Good communicator 5. Good interpersonal skills 6. Positive outlook on life 7. Assertive nature 8. Logical thinker (strong troubleshooting skills) 9. Customer service orientated 10. Responsible and accountable 11. Work / perform well under pressure
<p>Special Requirements:</p>	<ol style="list-style-type: none"> 1. Regular and on time attendance 2. You will be required to work in a 24/7 shift environment
<p>Note:</p>	<ol style="list-style-type: none"> 1. To perform this job successfully, the individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge; skill and or ability required and are not intended to be an exhaustive list of all duties and responsibilities associated with this job. 2. You will be required to perform all reasonable duties assigned to you or related or incidental to the proper completion of your job tasks; 3. During a colleague's leave of absence from the company or during month end or peak business periods, you may be required to perform other job tasks upon reasonable request from your line manager.