

Document Name:	Job Description Form		Document No	FORM-HR-04	
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Job Title:	Call Center Agent	JD Number	006
Department/Group:	VSM	Position	06
Supervise	Team Leader	Date Created	1 Jan 2018
Reports to	Project Manager	Next Review	1 Jan 2019

Job Description

ROLE AND RESPONSIBILITIES

To provide single point of contact handling customer inquiries or incidents via telephone, email or provide onsite support when required.

- Issues logging, problem analysis, resolution and escalate priority issues to next level support team
- Provide customers with product and service information.
- Maintain customer data in CRM system
- Follow up on escalated issues with customers via email or telephone when necessary
- Document all call information according to standard operating procedures.
- Develop and maintain product FAQ/Knowledgebase
- Call logs statistic and reporting.
- Conduct product specific training to customers when required.
- Other product relevant duties as assigned.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

Possess professional certification/diploma or any equivalent qualification in customer service, helpdesk, nursing or Information Technology.

- Call center, customer service & sales experiences preferred
- Good verbal, written and communication skills via email and phone.

PREFERRED SKILLS

- Skills in training and troubleshooting for web application, medical and Bluetooth devices.

Additional Notes

[Type any additional notes if needed.]

Prepared & Reviewed By:	TONG Ping Heng	Date:	1 Jan 2018
Approved By:	TONG Ping Heng	Date:	1 Jan 2018