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JOB	VACANCY
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TELECOMMUNICATION Company in Qatar is seeking to recruit the following
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1. 1.	Call Cent
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Number of Positions: 1

Job Description:

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| <ul style="list-style-type: none"> - Validate and coordinate the sizing of staff within the contact center. - Accountable for the contact center to meet the qualitative and quantitative objectives through the r - Troubleshoot and facilitate communication between contact center and outsourcing clients. - Implement special projects aimed at improving the contact center performance. - Develop and follow the budget of the contact center. - Supervise the different development plans and activities in the contact center to enhance and impr - University degree in Telecommunication Eng |
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Skill set:

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| <ul style="list-style-type: none"> - 10 years' experience in customer operations including call center environment with at least 5 year - Telecom background and experience. - Knowledgeable of IT and Telephony architecture of Telecom Operator. - Superior client-servicing sensitivity, ready to be on-call 24/7. - Experience in managing outsourcing operation |
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- Strong understanding of contact center qualitative and quantitative KPIs,
- Strong understanding of VOC through contact center.
- Must by bilingual (Arabic and English).

1. 2.

Sales & M

*Number of Positions: 1**Job Description:*

- Determines annual and gross-profit plans by forecasting and developing annual sales.
- Conduct training with staff to make sure they are aware of business procedures.
- Improves product marketability and profitability by researching, identifying, and capitalizing on mar
- Accomplishes marketing and organization mission.

Skill set:

- At least 5 years' experience in sales and marketing, though development and management. backg
- Extensive Experience for managing sales team.
- University Degree in Telecommunication Eng .
- Excellent Knowledge of Qatar Market, especially with the corporate and large commercial clients.
- Must by bilingual (Arabic and English).

1. 3.

Call Cent

*Number of Positions:1**Job Description:*

- Monitor customer care agent's performance and monthly target.
- Report agent's daily performance.

- Skill set:

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