

JOB VACANCY

TELECOMMUNICATION Company in Qatar is seeking to recruit the following

1. **1.**

Call Cent

Number of Positions: 1

Job Description:

- 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

Skill set:

- 10 years' experience in customer operations including call center environment with at least 5 yea
- 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

- 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 & I

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.

- Coordination with clients to deliver the services to customers without any delay.
- Deliver the promotions or other information to customers.
- Record and Develop customer database.
- Execute customer requests by clarifying necessary information, completing transactions etc.
- Maintain high level of professional environment in the call center.

Skill set:

- At least 3 years of experience in customer service or similar industry.
- University degree in Telecommunication Eng
- Familiar with customer relationship management systems.
- Skilled in handling and operating the system.
- Must by bilingual (Arabic and English).

Please send your CV to	Eng@
targetjo.com	-

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