

## **Job Description**

**Job Title:** Head of Customer Services Dept.

**Location:** RET's HQ at Kabul

### **Job Responsibilities:**

- Develop Customer Care Center (CCC) Operations Policy and Procedures.
- Supervise CCC representatives to carry out duties as per the CCC procedures and policies.
- Provide state of the art customer care service for all customers.
- Interact with customers via phone, email, and face to face meetings, to ensure 100% customer satisfaction.
- Produce daily, weekly and monthly team activity reports.
- Alert and suggest capacity improvement of teams according to customer feedbacks and suggestions.
- Carry out periodic customer satisfaction surveys to measure team performance.
- Ensure expectations set/promised to customers are consistent with the policies and guidelines of RANA Technologies.
- Develop and provide training for CCC representatives.
- Ensure that all complaints are addressed on time by all the depts. of RTE.

### **Required Qualifications:**

- Must be Afghan National,
- Must be High School Graduate or a Diploma Holder.
- Minimum 3-5 years of Work Experience in the same field.
- Should have excellent writing, reading and speaking skills in Pashto, Dari and English languages.
- Should have a presentable, courteous and pleasant personality.
- Should be hardworking, sincere, honest, dedicated and self achiever.