

1st March, 2024

Digitel (a truly Junubia telecom company) invite **External / Internal** applications for the position of Service Center Agent as seen below.

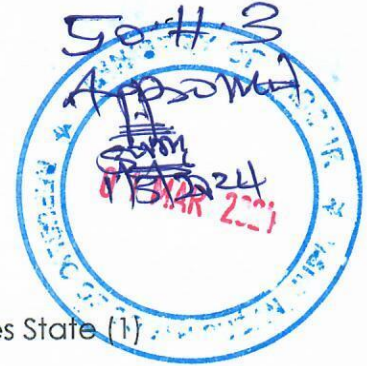
Job Context

Job Title: Service Center Representative

Department: Commerical

Reports to: State Coordinator

Job Location: Torit, Eastern Equatoria State (1) and Rumbek, Lakes State (1)



Purpose/Responsibility

The POS-Service Center Agent is responsible for maintaining a satisfactory relationship between the company and the customers by means of superior one to one service. Receives customer's queries & concerns, provides technical assistance to the customer assists customers in filling the required forms, answers questions and gives clarifications related to the customer account and promotes / sells company products & services. He/she is accountable for his/her stock and all transactions related to prepaid operations and on later stage postpaid. Has excellent knowledge of company practices and procedures, as well as products & services.

This position has a direct impact on Digitel perceived image and position in the Minds of the customers

Digitel Service Center Agent (DSCA)

Main Activities

Handles Walk-in Customers.

1. Welcome customers and inquire about visit objective.in a pleasant manner.
2. Accesses subscriber account for further identification & validate identity.
3. Provides customer with needed documents in view of filling. (if required)
4. Provide customer with solution to their complaints / issues right away /first time.
5. Makes sure that all information is complete and filled correctly.
6. Re-checks commands to secure almost zero mistake process.



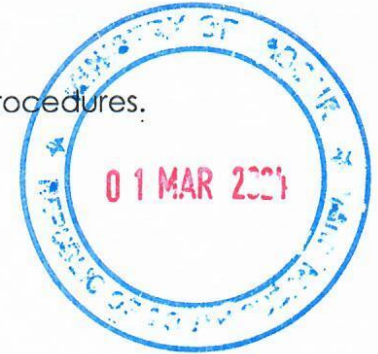
7. Expresses thanks to customers for their visit.

Conduct and Record Payments.

1. Handel cash /sales transactions (SIM cards, ETopUP & Devices) as per cash management procedure
2. Verify cash transactions related to the collection of
3. Invoices or any payments as defined by the system/ Digitel procedures.

Checking, Updating & Validating Information

1. Update customers' database and ensure that all Information is complete and filled correctly.
2. Rechecks commands to secure free mistakes process.



Reporting

1. Easily adapts to newly introduced products and Services
2. Prepares records on a daily, weekly & Monthly basis on stock consumption, having them ready whenever coordinator/supervisor/manager / finance needs to view them.
3. Prepares records on a daily, weekly & Monthly basis on customers complaint/ inquires or suggestion.
4. Controls & balances SIMCARDS and Devices. Physical
5. stock compliance with end of day report.
6. Validates unclear procedure or info by referring to the supervisor/coordinator
7. Carries out other Duties as Defined by the management.

Minimum Requirements

- **Educational Background & Work Experience:**
- Minimum of a University degree.
- 2-3 years' experience in related field.
- Good computer knowledge- MS Office, outlook MS excel, word etc.
- Analytical thinking and problem solving and good leadership skills, positive attitude,
- Fluent in English and Arabic. Local spoken language is advantage.





- Be able to perform efficiently in a high-pressure environment and demonstrate excellent problem-solving and decision-making skills.
- Friendly, responsive and customer Oriented.

Working Relationship;

1. Billing, VAS finance, Customer Care Marketing and Admin.
2. External relationship is with customers.

Application Process

Applications along with resume/CV should be submitted online to recruitment@digitelss.com by **20th March ,2024**.

NB Female candidates are strongly encouraged to apply

