

Job Title	CALL CENTER AGENT	Duty Station	Kampala
Employment type	Full time	Role balance guide	People: 65% Operations: 30% Technical: 5%
Role Purpose	To respond to client inquiries in the call center and ensure quick resolution of issues		
Reports To	Communications and Customer Care Officer	Supervises	Nil
Key External Relationships	Customers		

Duties and Responsibilities

- 1) To disseminate accurate information to external audiences in a timely manner in order to drive the overall company objectives;
- 2) To channel feedback from customers into the organisation's management teams;
- 3) Serve as first point of contact for the company with customers and ensure company values are reflected in all such engagements.

Team Contribution

- 1) Constructively contribute and collaborate with all colleagues;
- 2) Delivery high quality outputs;
- 3) Demonstrate compliance with all legislation, media regulations and industry best-practices, and UDLS Project policies and procedures

Values and Behaviour

- 1) Promote and role model appropriate behaviour to support Uganda Driving License System culture, performance and brand
- 2) Actively demonstrate the company values:
 - **Integrity:** We stand up for what is right
 - **Collaboration:** We are stronger together
 - **Empowerment:** We make a difference
 - **Action:** We focus on results

Health, Safety and Wellbeing

- 1) Adhere to all health and safety policies and procedures of Uganda Driving License System and take all reasonable care that your actions or omissions do not impact on the health and safety of others in the project.

Confidentiality

Expected to maintain confidentiality of all information you come into contact with

This job description defines the broad responsibilities of this position. Please refer to project work plans for more specific details of performance goal, objectives, targets and indicators.

Person Specification		
Qualifications & Experience	Essential: <ul style="list-style-type: none"> • University degree or advanced diploma in a relevant subject; • Experience managing people and customer inquiries. 	Desirable: <ul style="list-style-type: none"> • Prior experience working in call center. • Warm and pleasant personality. • Proficiency in English and ability to speak any of the following languages: Luganda, Swahili, Runyakitara, Luo or other Ugandan languages an added advantage.
Key Competencies	Key Competencies <ul style="list-style-type: none"> • Strong language skills, interpersonal relations; ability to communicate clearly and articulately on different platforms. 	
Other	Essential: <ul style="list-style-type: none"> • Teamwork, courteous and able to work well under pressure and under minimum supervision while paying attention to detail. 	

Note: Candidate should clearly indicate language of preference and its level of fluency in the letter of motivation