



## VACANCY

### CALL CENTER AGENT

Vodafone Vanuatu is seeking for a Call Center Agent based in Port Vila.

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#### Missions

The main mission of the position is to handle all inbound/outbound calls of the call center and providing the best possible service to all Vodafone Vanuatu internal and external customers to achieve the highest level of customer satisfaction including complete and comprehensive understanding of all products, services, policies and procedures.

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#### Activities

- Handle all incoming calls at the Call Center
  - Provide best possible service to customers to achieve highest level of customer satisfaction
  - Ensure to have complete and comprehensive understanding of all Vodafone Vanuatu products and services and provide proper information to customers
  - Resolve customer complaints in time and treat them as business opportunities to ensure continuous improvement and development
  - Contact customers to obtain payment commitments in a professional and customer sensitive way, reducing where possible the risk of credit churn.
  - Enable troubleshooting and remedy of basic reoccurring problems before escalating to second level of technical support with supervisors or peers providing relevant information and appropriate report
  - Fully understands & adheres to company policies & procedures that generate personal/professional credibility and trust
  - Ensure to achieve the requested staffed time on a daily basis to minimize lost call rate.
  - Able to provide reports when required
  - Able to continuously self-train on company products and services
  - Preferably live around urban area (optional – can be asked during interview)
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#### Competencies

##### Qualification & Experience

- Secondary school graduates
- 2-3 Years' experience in similar position

##### Skills

- Customer oriented
- Strong Communication, listening & interpersonal skills
- Flexibility & teamwork
- Self-confident with professional behaviour & attitude
- Ability to communicate fluently in oral and written English, Bislama and French
- Computer literate

### Personal characteristics

- Take initiative to do things
  - Reliable
  - Adaptability
  - Ability to work under stress
  - Sense of Service
  - Honesty
  - Conscientious and rigorous
  - Availability, ability to work after working hours and weekend
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Interested applicants for the above position may send in their application and CV addressed to HR Coordinator, P.O. Box 146, Port Vila, or [christina.meltetake@vodafone.com.vu](mailto:christina.meltetake@vodafone.com.vu) before on **Thursday 24<sup>TH</sup> February, 2022.**