JOB	VACANCY
TELECOMMUNICATION Company in Qatar is seeking to recruit the following	
1. 1.	Call Ce
Number of Positional 1	
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 object	
 Troubleshoot and facilitate communication between contact center and outsource. Implement special projects aimed at improving the contact center performance. 	cing clients.
- Develop and follow the budget of the contact center.	
- Supervise the different development plans and activities in the contact center to	enhance and im
- University degree in Telecommunication Eng	
Skill set:	

- 10 years' experience in customer operations including call center environment with at least 5 years
- 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
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ivur	mber 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 capitalize	ing on mar
-	Accomplishes marketing and organization mission.	
Skil	ll set:	
	· • • • · · · · · · · · · · · · · · · ·	
-	At least 5 years' experience in sales and marketing, though development and managen	ent. backg
-	Extensive Experience for managing sales team.	
-	University Degree in Telecommunication Eng .	
-	Excellent Knowledge of Qatar Market, especially with the corporate and large commerc	ial clients.
-	Must by bilingual (Arabic and English).	
1	. 3.	Call Cent
	· <u> • · · · · · · · · · · · · · · · · · · </u>	Journ John
Nun	mber of Positions:1	
Job	Description:	
_	Monitor customer care agent's performance and monthly target.]
_	Report agent's daily performance.	_
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	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 e	
-	Maintain high level of professional environment in the call center.	
Skill set:		
IXIII		
-	At least 3 years of experience in customer service or similar industry.	
- -	University degree in Telecommunication Eng	
- - -	University degree in Telecommunication Eng Familiar with customer relationship management systems.	
- - -	University degree in Telecommunication Eng	

- Iviust by billigual (Alabic and English).	
Please send your CV to	ng@
targetjo.com	
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