

# Call Center Agent

## Job Requirements

- Higher Education graduate
- Good command English language
- At least 3 years experience in call center industry
- Proven experience of providing a high standard of customer care skills (certificate of excellence)
- Experience of listening and questioning with an ability to manage challenging situations
- Experience of using IT Microsoft Office, databases & telephony systems and administrative procedures in a customer focused organization
- Ability to work with accuracy and attention to detail with minimum supervision in a pressurized environment
- Ability to communicate appropriately and effectively with clarity both orally and in writing.