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| --- | --- | --- | --- |
| **Key accountabilities and Decision ownership** | *Have you done this duty before in your life time?* | *If yes, where did you do it, with which organization, school, church or group* | *For how long and in what period did you do it (month and year)* |
| Create an outstanding customer experience | No |  |  |
| Ensure the attainment of high Quality standards within the Contact Centre | Yes | Ghana Port Harbour Authorities | Five months |
| Process Adherence **Key performance indicators** | Yes | Ghana Port Harbour Authorities | Five months |
| * Reporting | Yes | Ghana Port Harbour Authorities | Five months |
|  |  |  |  |
| Targets and KPIs | Yes | Ghana Port Harbour Authorities | Five months |
| Increased customer loyalty, satisfaction and return on investment | No |  |  |
| Contact Centre standards | No |  |  |
| **Core competencies, knowledge and experience** |  |  |  |
| Proficiency in the use of Microsoft Applications particularly (MS Word, MS-Excel, MS-Power point). | Yes | Ghana Port Harbour Authorities | Five months |
| Excellent communication skills | Yes | Ghana Port Harbour Authorities | Five months |
| Analytical Skills | Yes |  |  |
| Previous Call Centre experience will be preferred | Yes | Ghana Port Harbour Authorities | Five months |
| Should be a customer service oriented individual | Yes | Ghana Port Harbour Authorities | Five months |
| Commercial awareness - an appreciation and interest in the mobile telecommunications industry | Yes | Ghana Port Harbour Authorities | Five months |
| **Fresh Graduate Qualities** |  |  |  |
| * Demonstrate creativity and adaptability |  |  |  |
| * Passion for customers and commercial savviness |  |  |  |
| * Very good academic record evidenced by |  |  |  |
| * University degree earned no earlier than September 2019 or |  |  |  |
| * Master’s Degree earned or on track to receive one by September 2020 |  |  |  |
| * Critical thinking, initiative and analytical skills |  |  |  |
| * Proficient in English |  |  |  |
|  |  |  |  |
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