



جامعة الأمير محمد بن فهد الأهلية PRINCE MOHAMMAD BIN FAHD UNIVERSITY

Job Title:

Call Center Agent

Job Description:

Nature of Work:

Call Center Agent provides customer service by giving response to the inquiries of the customers. They often receive inquiries about tuition fees, admission process procedures, technical information (Computer, TV, and Internet) and other concerns.

Basic Tasks:

- o Receive inquiry calls from students.
- o Give information to the students regarding their concerns.
- o Discriminate information to the students about any activities on campus and off campus.
- o Record and encode the information relevant to students information both incoming and outgoing records.
- o Give step by step instruction to students & parents.

Education and Training Requirements:

- o Must have at least college level or graduate of 2 year vocational course.
- o Must have at least 1-2 years experience in a call center
- o Must have strong communication skills in English and Arabic