



PLATINUM

Job Opportunities



CALL CENTRE AGENTS

Our client, a multi-national telecommunications company is urgently looking for suitably qualified people to apply for the above vacant positions tenable at its Head Office – Lilongwe. The Call Centre is the entry point to various positions and departments of the company.

Reporting to Call Centre Supervisor the Call Centre Agents will be responsible for handling all customer care interactions by providing consistent standards of service to customers and ensuring customer satisfaction.

Key Job Responsibilities

- Develop positive relationships with customers and co-workers
- Handle and resolve a range of customer contacts
- Record a range of customer contacts
- Meet performance standards

Applicants should have the following personal skills and qualities:-

- Self Starter
- Computer proficiency in MS Word, Excel, Power Point
- Good interpersonal and initiative skills
- Good verbal and written skills
- Ability to work effectively under pressure
- Good Team player
- Willingness to work in shifts
- Good analytical skills

Education

Minimum of 1st Degree

Only those meeting the above need apply through: infor@platinummalawi.com. Closing date for receiving of applications is 30th May 2009

Platinum is a leading job placement service provider with a wide client base from diverse industries. We invite CVs from job seekers both employed and unemployed for our database. We recruit for all professions and are based on 7th Floor, Delemare Building, Victoria Avenue, Blantyre