AMERICAN UNIVERSITY OF BEIRUT
Career and Placement Services
Student Affairs
http://www.aub.edu.lb/sao/cps/Pages/index.aspx

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JOB VACANCY FORM

X Full-time         Part-time         ☐ Summer-Job         Internship

Job Title: Customer Service Manager/Technical Coordinator

Reference Number: 230514-1

Application Deadline:

Company Description

TYPE: ☐ Local      X Regional      Multinational

INDUSTRIAL SECTOR: Software development

BRIEF FIRM DESCRIPTION:

Job Description

BRIEF JOB DESCRIPTION:

✓ Providing customers with product and service information.
✓ Preparing job descriptions for all on-site interventions.
✓ Call logging on Socrate system.
✓ Transferring customer complaints and needs to appropriate staff.
✓ Follow up on all customer problems and ensuring resolution.
✓ Maintaining and establishing solid customer relationships.
✓ Documenting problems and resolutions for future reference.
✓ Encouraging customers to submit purchase orders.
✓ Interviewing and hiring new Customer Service Representatives.
✓ Coaching and assisting Customer Service Representatives.
✓ Internal product training.
✓ Involved in presenting solutions for key accounts.
✓ Reporting to GM: Timesheet, Data entry on Socrate, Weekly meetings…
✓ Other duties as assigned.
JOB LOCATION(S):
City: Sarba   Country: Lebanon

DEGREE:
X Bachelor   □ Master is a plus   □ Doctoral Degree
□ Undergraduate Student/ Degree not Necessary   □ Teaching Diploma

MAJOR/ EMPHASIS: A University diploma in Business Computer or Computer Science.

WORK EXPERIENCE: Three to Five years of Experience in customer care is a plus.

SKILLS:

✓ Professional verbal and written communication skills
✓ A strong sense of organization and leadership capabilities.
✓ Ability to develop and deliver presentations.
✓ Ability to create composes and edits written materials.
✓ Strong interpersonal and communication skills.
✓ Business analysis background including data analysis, data mapping and translating requirements to system designs.
✓ Visibility requires maintaining a professional appearance and providing a positive company image to the public.

Languages Skills:  X English   X Arabic   X French   Other:

Computer Skills:
Other Skills:

SALARY
Basic Salary Range:
Other benefits include:

□ Accommodation   □ Health Insurance   □ Return Ticket   □ Bonus
□ Laptop   □ Mobile Phone   □ Children’s Education   □ Transportation
□ Lebanese NSSF   □ None

WORKING DAYS:

WORKING HOURS:

How to Apply

Interested candidates may send their resume and cover letter by email to: Dr. Maryam Ghandour (mg03@aub.edu.lb) specifying the reference number: 230514-1

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ALL STUDENTS AND AUB GRADUATES SHOULD ATTACH THEIR UPDATED RESUME AND COVER LETTER WITH EVERY JOB APPLICATION; OTHERWISE, YOUR EMAIL WILL BE DISREGARDED.

For further information, please do not hesitate to contact:

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The job vacancies are for AUB students and alumni ONLY.