

Contact Center Division

Job Description

Representative, Customer Relationship Management

Job Title	Representative, Customer Relationship Management
Level	L2 - Junior
Department	Customer Relationship Management
Reports to	Team Lead, Customer Relationship Management
Location	Beirut – OMT Head office
Position Summary	Responsible for delivering high customer service quality to OMT customers, analyzing their needs and keeping them abreast of OMT services. Accountable for ensuring high customer satisfaction by providing prompt, efficient and courteous service to OMT customers through solving their cases, answering their queries, participating in surveys and reporting problems to concerned divisions.
Primary Duties and Responsibilities	Customer Relationship Management • Handles incoming calls from customers with high professionalism by resolving their problems, answering their questions or providing them with information following Contact Center procedures • Analyses and evaluates customers' requests; gathers needed data and case details and reports or escalates case to the concerned division by email when needed • Follows up on customers' cases and provides them back with updates on their case when needed • Maintains accurate records and profiles for all customers and their cases whether seeking for information or submitting a complaint; updates system continuously along with case status • Updates and maintains database and ensures data integrity and accuracy • Supports in incoming cases management • Handles incoming customer's requests submitted through OMT Pay application related to digital transactions modification & cancellation by ensuring timely and accurate resolution • Handles incoming Live chats by efficiently addressing customer inquiries, resolving complaints, and offering detailed service information, ensuring a seamless and positive experience for customers
Knowledge, Skills, and Abilities	Qualifications: • University Degree in Business Administration, Marketing, Public Relations or equivalent (can be in progress) Technical Skills: • Proficiency in English and Arabic; French is a plus • Proficiency in Microsoft Office • Experience in customer service or any related field

		Relevant Experience: • 1 - 3 years
Key Behavioral Competencies		• Excellent customer service skills • Excellent interpersonal skills • Ability to work on own initiatives • High level of ethics and compliance • Ability to communicate properly and professionally • Ability to build and maintain positive relationships • Excellent organizational skills and attention to detail
Date of Review		18/03/2025

Company Description:

The OMT story begins with the establishment of Online Money Transfer S.A.L. in 1998 as an Accredited Agent of Western Union in Lebanon.

Through time, OMT has broadened its services portfolio, building strong alliances with big market players, such as telecom operators, banks, and large businesses, in addition to partnerships with several ministries in Lebanon.

Today, OMT is a recognized financial services leader with the largest Agent network in Lebanon. The company provides premium quality services to both Lebanese citizens and residents. With its continuously growing network, a dedicated customer support and state of the art product offering, OMT is committed to delivering the highest quality experience.

For more details about OMT services, kindly visit our website: www.omt.com.lb

Values we look for in our People:

- Integrity
- Commitment to Customers
- People Empowerment
- Passion
- Diversity
- Innovation