

## **JOB DESCRIPTION**

### **Position:**

Customer and Agent Support

### **Date of opening:**

Immediately

### **Duties:**

1. Utilize computers to
  - a. Maintain customer accounts thru our own software on the web.
  - b. Take customer complaints and open Trouble ticket issues.
2. Answer phone calls to
  - a. help customers and agents
  - b. redirect misplaced calls to right person
3. General filing of
  - a. customer issues
  - b. Others
4. Going out to
  - a. Bank occasionally
  - b. Post office to drop and collect mail
  - c. FedEx to drop packages and envelopes
  - d. Visit a customer in Turkey Istanbul if necessary
5. Calling potential customers:
  - a. In the USA from a list to sign up new customers and bring back any customers we may have lost.
  - b. In Turkey from a list to sign up new customers and bring back any customers we may have lost.

### **Qualifications:**

1. Familiarity with various computer software :
  - a. Excel
  - b. Windows preferably 2000
  - c. Word
2. Typing skills to be a minimum of 30 wpm
3. Analytical skills to :
  - a. Understand and solve problems of customers and agents with step by step approach
4. Organizational skills
5. Multi tasking ability to deal with several issues at the same time
6. Courteous phone skills
7. Must have a valid driver license.
8. Language Ability:
  - a. Must be fluent in English in
    1. Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures.
    2. Ability to write reports, business correspondence, and procedure manuals.
    3. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

### **Education/Experience:**

Two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience in telecommunication. Understanding of the internet technology is a plus.

### **Working Environment:**

1. At your home.
2. Computer: You are required to have a computer with access to the internet over a broadband connection like Cable or DSL with minimum 512K upload and 512 download speed preferably on a router.
3. Printer: You are required to have a black and white printer to print reports.
4. Phone: You will be given a Voip phone adaptor that connects to your internet and to a regular phone. You are required to have a non cordless touchtone phone preferably with 2 lines.

**Working Hours:**

1. Monday thru Friday Turkish time 16:00 – 24:30 ( will be adjusted with the daylight savings time).  
Dinner time to be discussed.
2. Vacation: 1 week paid after one year of work.
3. Holidays are to be based on US holidays.
4. Customer service and telemarketing hours will be discussed and should be in accordance with the USA offices' needs.
5. When another customer service employee is on vacation, telemarketing may be halted to cover customer service needs.

**Pay:**

US\$800.00 per month payable from our account in AKBANK/Turkey in US\$ in mid month of the month being worked.

**Commissions:**

1. Prepaid Customers:
  - a. New Customers: 25% of initial amount prepaid by the customer who is opening a new account
  - b. Reactivating Existing Customers: 25% of initial amount prepaid by an existing customer whose account has not been used for last 90 days. (requires authorization)
2. Postpaid Customers:
  - a. New Customers: \$25 when the customer reaches and pays in full the first \$100 when opening a new account
  - b. Reactivating Existing Customers: \$25 when the existing customer reaches and pays in full the first \$100 whose account has not been used for last 90 days. (requires authorization)

All commissions are payable in the second week of the following month.

**Expenses:**

All expenses must be documented and has to be emailed to our Accounting.

Allowable expenses are:

1. Broadband Internet connection as described above.
2. Hardware for the internet connection as described above.
3. A phone that meets our requirement as per above.
4. Transportation expenses only when needed.
5. All other expenses must be authorized before and is subject to approval.