

## **Job Description**

Department: Consumer Affairs  
Position: Associate  
Unit: Complaints Management

### **Essential Duties and Responsibilities:**

This position is responsible to handle day to day operation and monitoring of consumer feedback.

#### **Consumer Feedback Handling**

- Perform the day to day operations of complaints, feedback and enquiries received by consumers from various communication channels.
- Capture and update the CMS system accurately on the complaint details to manage consumer complaints, issues and resolutions.
- To ensure compliance to the KPIs//timelines set on complaints management.
- To follow-up with the stakeholder's on consumer complaints until closure of the complaint.
- Attend phone calls, email, walk-in and written complaints from consumers.
- Communicate with consumer's and stakeholder's relating to the complaints.
- Maintain compliance with all company policies and procedures.
- Be professional and approachable at all times, providing excellent service to all customers.
- Perform related duties as assigned by supervisor.

#### **Education/ Work Experience Requirements:**

- A Bachelor's Degree or minimum five (5) years working experience in related industry.
- Experience from the Aviation Industry or related industry will be an added advantage.
- Excellent verbal and written communication skills, including ability to effectively communicate with internal and external customers.
- Able to proficiently converse face to face with external customer, where applicable.
- Practical problem-solving skills.
- Proficient in (MS Office – Word, Excel, PowerPoint and Outlook).
- Resourceful, proactive and a good team player.
- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer service.
- Ability to work independently and to carry out assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices.