



Job title	:	Manager Complaints
Qualificatio	:	Bachelor/ Master
Major	:	Business Administration or equivalent (or related field)
Position Code	:	014

General Responsibilities:

- Monitors the implementation of Customer Complaint Handling Procedures in accordance with the Sector Law and terms of the Licenses and proposes improvement recommendations.
- Manages escalated complaints to the Authority and leads field investigations, including discussions with licensees, customer representatives and customers.
- Oversees the efficient resolution of customer complaints escalated to the Authority and reviews determination and correspondence to be issued to the customer and licensees.
- Identifies trends of customer complaints and proposes regulatory measures to the senior management
- Develops Customer Complaint Management process including turn-around time to address and resolve customer complaints and ensures complaints are addressed effectively.

Qualification and Experience:

- Fifteen years Master/ eighteen years Bachelor of experience in relevant field.
- Management, Leadership & coaching.
- Problem solving & critical thinking.
- Verbal and written communication skills.
- Outstanding communication (Verbal & written) and Interpersonal.
- Good knowledge of Microsoft Word, Excel and PowerPoint.

Job applications should clearly specify the job position code or the application may not be considered .
Interested applications are to submit their CV in English in word format to hr@apsr.om by 17/1/2021