

Center for Career Placement & Alumni
Graduate Placement Services (GPS)

JOB VACANCY FORM[®]

IMPORTANT: The information presented in this document can be shared only internally at UAE University!

Job Reference No.: JV679

Company Name: Dubai World Central (DWC)

Company Type: Government



DWC

DUBAI WORLD CENTRAL
دبي ورلد سنترال

Job Position/Title:	Graduate Trainee – Customers Service	Academic Major:	Business Administration - Mass Communication
Salary Range:	17,000 AED	Years of Experience:	Fresh Graduate
Job Location:	Dubai	Job Type:	Full Time
Nationality:	Only UAE Nationals	Gender:	Both
Job Description:	• Customer Service: Deliver efficient and effective customer service at the backend. Activate customers, for example issuing agreements in coordination with the Finance, Land Planning and Zoning and Regulatory Affairs. • Compliance: Raise invoice and follow up with the customers on collection while ensuring compliance with payment terms, etc. Verify that registration and licensing documents are as per the checklist before forwarding to the Regulatory Affairs for approval. • Contracts Administration: Carryout activities related to customer contracts issuance, transfer, renewal or cancellation for the different Regulatory Affairs in coordination with the legal and finance • Resolve Issues Handle customer complaints and support in timely resolution within the given scope. Escalate all service requests and complaints to the reporting head for routing purposes. • Customer relationship management (CRM): Apply the CRM system for customer service process & activity and contribute to the development and enhancement of the system • Training: Be well equipped with the necessary skills and knowledge in providing excellent services at the front desk on DWC products, business process on anticipated FAQs on registration, licensing and permits, documentation related to contracts for different business, and CRM System.. • Reports: Generate reports for the management on customer feedback. • Policies and procedures: Provide service with the SLA terms by following all relevant departmental policies, processes, standard operating procedures and instructions so that work is carried out in a controlled and consistent manner • QHSSE: Ensure all relevant quality, health, safety and environmental procedures, instructions and controls are adhered to so that the safety of employees, quality of products/services and environmental compliance can be guaranteed • Ad-hoc Requests: Perform additional duties commensurate with		

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	the current role, as and when requested by the direct manager
Minimum Qualifications:	Bachelor Degree
No. of Positions Required:	1
Job Close Date:	30/10/2014

To Apply, UAEU Graduates/Alumni should send their CVs to:

Jaber.Alteneiji@dwc.ae

&

Najat.Nasser@dwc.ae

JOB NAVIGATOR

Locating Your Career Path

