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# Example of Agent Senior Job Description

Our company is growing rapidly and is hiring for an agent senior. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for agent senior

* Provide guidance and coaching to junior colleagues in order to ensure that they deliver the expected results and that they progress in terms of know how and efficiency
* Interact with relevant colleagues in the IT function in order to obtain support and to provide information to optimize the working of the function
* Execute prepared changes to the infrastructure during maintenance windows
* Seek additional training and participate in normally provided sessions in order to keep in line with the evolution of systems and working methods
* Reconcile TDS (Toptech) transactions and stock at least twice weekly
* Ensure transactions are correctly posted to TDS and SAP
* Investigate transportation, physical and in-yard gains or losses, including TDS/SAP inventory variances for all fueling sites
* Take proactive action based on discrepancies found in reconciliations to ensure root causes are identified and fixed
* At month-end, ensure all required adjustments to SAP are identified
* Accountable for scheduling staff at all booth locations making sure there is adequate coverage at all times

## Qualifications for agent senior

* Ability to develop and maintain effective relationship with internal stakeholders, media, legal, engineering, government affairs, environmental
* Undertake a range of simple and complex, demanding customer and product related processing and administration activities, in order to maximise service excellence and business performance
* Telephony skills are also required as the department interacts with various stakeholders
* Typically requires a high school education or equivalent and preferably previous contact centre or customer service experience
* A minimum of at least 2 years experience with the procurement of construction material and preferably in the high production home building industry
* Must be able to demonstrate proficiency in blue print reading take-off estimating