



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



Job Description Writing Training Course

OVERVIEW



Do you often see conflict arising in several interactions amongst your employees due to their roles and responsibilities? Do you realise that you need to address this issue in time?

Clear job descriptions are an excellent tool that can be used by the organizations to avoid confusion arising at the workplace in performing roles and responsibilities.

A well-defined description aids in regulation and communication of what is expected from the worker at the very start of their employment and career in the company.

The preparation of this must start much before a position is circulated or advertised. It starts when a corporation is formed or with the incoming of a new project/s into the organization.

The owners of the projects and the HR departments then collaborate and work towards identifying the right resources for their company by writing job descriptions. By undertaking this course, you too would be ready to write clear, effective job descriptions.

This course on Job Descriptions will enable you to define a robust process of writing job descriptions. It will also enable you to meet the demand timely. You would be able to supply, manage the human resources with efficient and effective job descriptions.

You would be ready to use these to support your processes of recruitment and selection, competency framework, job evaluations and, performance management systems.



COURSE OBJECTIVES

By the end of Job Description Writing Training Course, participants will be empowered to:

- Understand the importance of Job Descriptions within the context of Human Resource function
- Understand the way to work on Job Analysis to procure information for preparing job descriptions and other uses
- Understand how to write Job Descriptions to cover the broader requirement of manpower in different divisions/departments
- Understand the role of competencies and how they are used in writing Job Descriptions
- Write Job Descriptions based on competencies

TRAINING METHODOLOGY

We, use the necessary formats to meet your requirements. This will be an interactive session. It would include several management games, paper-pencil exercises, mock practice sessions, role plays, and videos. You get to interact with other industry participants as well.





ORGANISATIONAL BENEFITS

Organizations who send in their employees to participate in this course can benefit in the following ways:

- Streamlines the process of selecting the right fit for a position
- Identification of the right individual for the job
- Communicates and Clarifies the roles and responsibilities of an individual at a position in a business entity
- Gives objectivity in decisions related to salary
- Leads to better management of the staff
- Provide a point of reference in time of conflict arising due to confusion in performing the work
- Provides a basis for measuring jobs and conducting performance reviews
- Analysis of the gap, if any, can be used for further training and development

PERSONAL BENEFITS

Professionals who participate in this course can benefit in the following ways:

- Enables the prospective candidates to understand the expectations the corporate has from them
- Provides enough details to an individual to understand if they are the right fit for the job
- Gets to understand how their role fits within the growth of the organization
- Facilitates the formulation of goals by the employee for growth in job
- Work towards their training and development needs if any

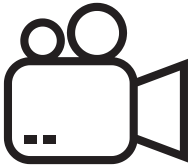




WHO IS THIS PROGRAMME FOR?

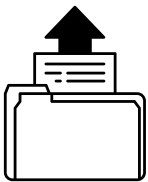
- HR Department
- Administrators
- Managers
- Supervisors
- Course Outline

PROGRAMME HIGHLIGHTS



+60

**2+ Role Plays 5+ Real-World Case Studies 10+ Assignments/
Applications Pre-Recorded Video from JICSI with for self-
paced learning.**



**10+
Assignments/
Applications**



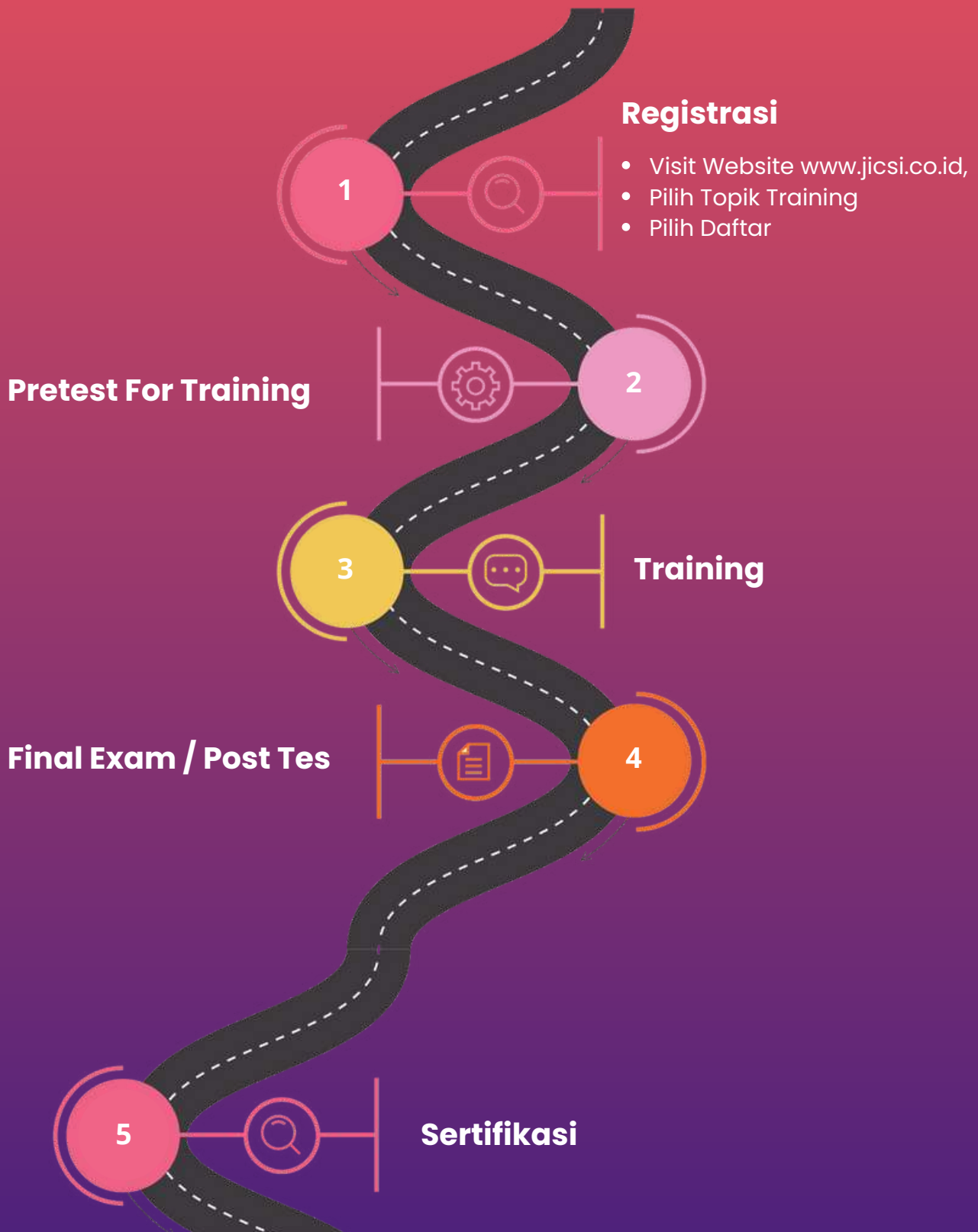
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Introduction and Overview

Module 2 : Job Analysis

Module 3 : Approach to Job Analysis

Module 4 : Job Descriptions

Module 5 : Competency-Based Job Descriptions



CERTIFICATE

Upon successful completion of the programme, participants will be awarded a digital Certificate of Completion by Jakarta International Customer Service Institute (JICSI) and Customer Service Experience Association Indonesia (CSEAI)



ABOUT JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Jakarta International Contact Center Institute adalah suatu lembaga pelatihan dan pengadaan sumber daya manusia yang berfokus pada customer service professional dan lembaga survey kepuasan pelanggan.

Kami berorientasi pada pelanggan dimana kepuasan pelanggan adalah tujuan keberadaan kami. Kami hadir untuk pelanggan. Adapaun JICSI berdiri secara legal pada Januari tahun 2021.

Professional Training

JICSI telah melatih lebih dari 2300 peserta dan telah bekerja di berbagai perusahaan dengan keahlian mereka yang sesuai dengan kebutuhan perusahaan

Recruitment Agency

Sebelum JICSI mengirimkan tenaga yang terampil sesuai dengan yang dibutuhkan oleh perusahaan, JICSI benar- benar telah melakukan pelatihan, pembinaan dan telah lolos seleksi test yang dilakukan oleh Rumah Karir JICSI

Survey Customer Satisfaction

JICSI memiliki Survei kepuasan pelanggan sebagai alat berharga yang dapat membantu bisnis untuk menemukan tingkat kepuasan pelanggan dan menciptakan loyalitas pelanggan.

Core Value



Respect.

Kami selalu menghargai perbedaan setiap orang dan mengajak pelanggan kami untuk selalu berpartisipasi untuk memberikan masukan demi meningkatnya kualitas layanan yang akan kami berikan kepada pelanggan kami.



Honesty.

Kami selalu menjunjung akan kebenaran dalam semua situasi dan selalu mengedepankan profesionalisme yang kami miliki.



Trust.

Kami percaya kepada orang lain dan menjaga kepercayaan yang diberikan kepada kami.



Integrity.

Kami melakukan apa yang kami katakan.



Our Service.

Customer Service Training
Manpower & Recruitment Customer Service Agency
Customer Satisfaction Survey

TESTIMONI



PT Indosat Ooredoo

Training Data Visualization

[Lihat Video >>](#)



PT Indosat Ooredoo

Training Certified Contact Center Manager (CCCM)

[Lihat Video >>](#)



PT Freeport Indonesia

Training Customer Service Professional HR Call Center

[Lihat Video >>](#)



OY! Indonesia

Training Contact Center Agent Professional

[Lihat Video >>](#)

MESSAGE FROM FOUNDER

Rudy HP Manullang ,Ph.D
Founder JICSI



Menjaga hubungan yang baik dengan pelanggan adalah bagian penting untuk sukses dalam dunia bisnis. Ikatan pelanggan yang kuat dibangun dan dipelihara melalui komunikasi yang baik. Ini karena membantu pelanggan dan perusahaan membangun kepercayaan satu sama lain.

Ketika seorang customer service berbicara dengan pelanggan secara langsung, jujur, dan terbuka, customer service tersebut telah menunjukkan bahwa Anda menghargai waktu pelanggan dan mengetahui apa yang dibutuhkan oleh pelanggan. Hal ini dapat membantu membangun hubungan yang baik, yang dapat menghasilkan lebih banyak pelanggan setia dan lebih banyak bisnis yang berulang.

Dengan aktive listening dapat menjaga hubungan baik dengan pelanggan dan membantu bisnis Anda mempertahankan pelanggan setia, menghasilkan lebih banyak uang, dan mendapatkan nama baik di pasar. Mendengarkan secara aktif adalah bagian penting dalam membangun hubungan baik dengan pelanggan.

Menurut Center for Creative Leadership, pemimpin yang andal dalam skill active listening cenderung mudah mendapat kepercayaan dan hormat dari bawahannya. Oleh sebab itu, keterampilan mendengar aktif patut Anda kembangkan demi menunjang rutinitas di lingkungan kerja dalam memberikan layanan yang baik kepada pelanggan

Pelanggan cenderung nyaman berbicara dengan orang yang memang mendengarkan cerita mereka, ini termasuk kebutuhan dan masalah yang tengah dialami. Pendengar yang aktif terbiasa mendengarkan hingga tuntas dan memahami konteks pembicaraan. Barulah mengambil kesimpulan berdasarkan apa yang telah dipahami. Melalui kebiasaan ini, pelanggan jadi betah dan nyaman berbicara mengenai keluhan kesah.





Jakarta International Customer Service Institute

Persyaratan

- Semua tingkat akademik diperbolehkan
- Pengalaman kerja
- Koneksi internet yang stabil (untuk peserta online)

Silahkan kirim berkas dokumen ke
email: **marketing@jicsi.co.id**

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