



**UNIVERSITÉ
FRANÇAISE
D'ÉGYPTÉ**

UFE IS RECRUITING ITS CALL CENTER AGENT

UNIVERSITÉ FRANÇAISE D'ÉGYPTÉ

Founded in 2002, Université Française d'Égypte (UFE) is a national / Ahleya University under the dual supervision of the Egyptian and French Ministries of Higher Education and Research. It offers a promise to the new generation of pathfinders. A promise to receive unparalleled high-quality educational programs, a solid integration into the job market, and a dedication to securing a professional future. The hub of French higher education in Egypt, UFE offers a multicultural experience, providing degrees from renowned French universities accredited by France's Ministry of Higher Education and Research.

With tremendous support from both the Egyptian and French governments, UFE is ready to move to a new campus with a total area that exceeds thirty Fidan. The top-notch campus, with its superb design, is expected to receive students starting in the academic year 2025-2026, which will be a paradigm shift in UFE's educational and student life offerings alike.

THE POSITION

The call center agent is the frontline representative of the university that interacts directly with students, parents & stockholders. His call center duties include handling inbound calls, making outbound calls, resolving student inquiries, providing technical support, and sometimes even processing orders. Essentially, he is responsible for ensuring that every caller receives prompt, accurate, and courteous information.

Key Responsibilities

- Answer all incoming calls and respond to students' requests.
- Provide inquirers with accurate and complete information.
- Follow up on inquiries that are not solved immediately and contact the inquirer.
- Communicate with other departments to resolve problems regarding complaints & any other requirements.
- Transfer incoming calls to appropriate staff.
- Maintain confidentiality and adhere to internal communication standards.



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Education and Experience

- Bachelor's degree in any field.
- 0 to 2 years' experience as a call center agent.
- Good command in three languages: English, French & Arabic is a must.

Profile Sought

- Excellent communication is paramount, having the ability to convey information effectively over the phone.
- The ability to listen carefully to people's issues and respond appropriately.
- Problem-Solving abilities to resolve issues quickly.
- The ability of Time Management to handle calls and documentation without compromising quality.
- The ability to remain calm under pressure, ensuring consistent performance even during high call volumes.
- Presentable and has self-confidence.

The application should include:

- Cover letter specifying the motivation for the position.
- Curriculum vitae.

For further information, please get in touch with Prof. Mayada Belal, General Secretary

[\(mayada.belal@ufe.edu.eg\)](mailto:mayada.belal@ufe.edu.eg)

Applications should be sent to

presidence@ufe.edu.eg

hr@ufe.edu.eg

Deadline to apply: August, 15th ,2025