

Completion date 15/06/2025

The Dimona Development Fund is looking for a call center operator.

Job scope: 50%.

Subordination: Municipal Hotline Manager.

Job Description:

- Monitoring and analyzing satisfaction surveys.
- Monitoring and controlling the way inquiries are handled and checking the level of service.
- Monitoring and controlling inquiries and meeting standard deadlines.
- Producing reports, analyzing them and their meaning.
- Answering telephone calls to the public and viewing surveillance cameras.
- Work in 8-hour shifts, including work on nights/Saturdays/holidays.

Required skills and education:

Education:

- 12 years of study.
- Higher education students – a person studying at an institution of higher education or a person studying at an institution for training engineers and technicians supervised by the Ministry of Economy.

(Presentation of a valid study permit is required).

Skills:

- High service awareness, motivation, ability to work in a team and collaborate.
- Ability to express oneself in writing and orally.
- Complete control over the computer environment.

How to submit a nomination :

[The personal questionnaire](#) must be downloaded from the website and attached with the other documents for submission .

Applications must be submitted by 06/15/25 at 12:00 by email: shirlio@dimona.muni.il or on the Kapad website (under the Tenders - Vacancies tab) - www.kapad.co.il.

A resume, personal questionnaire, educational certificates, letters of recommendation (if any), employment confirmations and a photocopy of your ID card + appendix must be attached to the submission. If the initial screening process is successful and all relevant documents are submitted, the recruitment team will contact you to continue the process.

If all relevant documents are submitted, the recruitment team will contact you to continue the process - proposals that do not include all required documents will not be considered.

Employment certificates must be attached - downloaded from the National Insurance website in the following way: Go to the National Insurance website on Google and go to the personal area - Certificates - Insurance period certificate and employer or go directly to National Insurance.

Note: In accordance with the provisions of Section 174A of the Municipalities Ordinance, which concerns restrictions on the employment of family relatives, candidates are hereby informed that to the extent that there is a family relationship to municipal employees and/or the Public Works Department and/or elected officials, their employment may not be approved as stated in the ordinance.

In accordance with the Municipal Regulations (Tenders for the Recruitment of Employees) 5771 - 2021, priority will be given to a candidate belonging to the population eligible for adequate representation (Haredi, new immigrants, people with disabilities, immigrants from Ethiopia) if the candidate has qualifications similar to those of other candidates.

The right of a candidate with a disability to receive the accommodations required by him due to his disability in the employment admissions process

Wherever the job description is detailed in the masculine, the feminine is also intended and vice versa. This is in accordance with

The provisions of Section 8 of the Equal Employment Opportunity Law 5748 – 198

The tender committee may determine that candidates must pass screening tests.