

JOB TITLE	:	CUSTOMER SERVICE CONSULTANTS X27
JOB GRADING	:	C2
REPORTS TO	:	SUPERVISOR
BUSINESS UNIT	:	POSTBANK OPERATIONS
LOCATION	:	BLOEMFONTEIN
POSITION STATUS	:	TEMP FOR 6 MONTHS

Purpose of the Job

The Customer Service Consultants will provide remote support to Post Office/Consumer Services staff, Postbank customers and prospective customers. This support can be through various communication channels (email, fax, web chat, telephone, social networks etc.) although it is dominated by telephone at present. The consultants need to be able to communicate on all levels and handle difficult clients and queries.

In addition, they will be required to support with other banking functionalities such as Electronic Fund Transfers.

The consultants work in line with company policies, procedures and instructions and they are also required to follow legislative and governing body policies whilst providing good quality CRM to all callers and inquirers.

Job Responsibilities

- Must be able to handle all many inbound and outbound calls through the various communication channels
- Omni channel support via telephone, email, fax, social networks, web chats etc...)
- Support Customer Service Clerks with account queries and resolving issues reported.
- Ensure compliance with all legislative and company requirements
- Be able to communicate on all levels with clients
- Be able to handle all types of inquiries and difficult clients
- Be able to handle all calls within the agreed queuing time and deliver service within the agreed SLA standards
- Must be able to maintain at all times a 100% knowledge base
- Must be willing to go the "extra mile" for clients
- Be able to handle all challenges.
- ZERO complaints
- Be able to meet objectives in the Performance Management System
- ZERO deviations from the set Customer Call Centre-standards
- Must be able to maintain 100% Customer Satisfaction in seeking for creative solutions to customer enquiries
- Must be able to treat internal and external clients with integrity, respect and honesty.
- Must maintain high levels of pride and energy to work towards the total team's objective
- Must assist other sections when requested

Qualifications and Experience

- Grade 12 or NQF 4 with Mathematics and/or Accounting
- Diploma in Financial/Banking/Call Centre Operations/Customer Services related NQF Level 5 will also be advantageous
- 2 years' experience in a Call Centre or Banking environment
- 2 Years financial services experience will also be advantageous
- Good PC Skills and good knowledge of MS Office
- Bi-lingual will be an added advantage.

Knowledge and understanding of:

- Knowledge of Banking Industry legislation, FAIS, FICA etc.
- Excellent understanding of MS Word, Excel, Power Point
- Should be fluent in English
- Excellent communication and influencing skills
- Hands-on-approach to work

Skills and Attributes

Excellent numerical ability. Ability to work accurately, in a team as well as independently, able to work under stressful situations. Good decision-making skills. Honesty and Integrity. Excellent planning and organising skills, analytical and problem-solving skills. Good written and fluent verbal communications skills. Customer Orientated.

How to Apply

If you wish to apply and meet the requirements, please forward your Curriculum Vitae (CV) to RecruitmentFS@postbank.co.za. Please indicate in the subject line the position you are applying for. To view the full position specification, log on to www.postbank.co.za and click on Careers.

Closing Date

08 January 2025

Disclaimers

The South African Postbank SOC Limited is committed to the achievement and maintenance of diversity and equity in employment, especially with regard to race, gender and disability. In compliance with the bank's employment equity plans, first preference will be given to candidates from designated groups. Correspondence will be limited to short listed candidates only.

If you do not hear from the South African Postbank SOC Limited or its Agent within 3 months of this advertisement, please accept that your application has been unsuccessful. The South African Postbank SOC Limited reserves the right not to fill the positions or to re-advertise the positions at any time.

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