

**JOB TITLE** : **CUSTOMER SERVICES CLERK**  
**REPORTS TO** : **TEAM LEAD CUSTOMER SERVICES**  
**BUSINESS UNIT** : **POSTBANK OPERATIONS**  
**POSITION STATUS** : **FIXED-TERM CONTRACT**

## PROVINCES:

**WESTERN CAPE:**

## TOWNS TO APPLY:

**Western Cape:** Bellville, Khayelitsha, Elsie's River, Cape Town, Beaufort West, Caledon, George, Gugulethu, Mitchells plain, Oudtshoorn, Paarl, Vredenburg, Vredendal, Worcester, Brackenfell, Kennilworth, Langa, Mossel Bay, Phillipi and Strand.

## Purpose of the Job

Responsible for verification and issuing of bank cards to customers.

## Job Responsibilities

- Do pre-test on equipment allocated for functionality, ensure access to front end system, and report any issues to the Team Leader.
- Collect and record all card stock received and ensure safekeeping of stock on hand.
- Issue card to customer upon verification and capture information on the front-end system as per SOP.
- Record each Card issued to beneficiaries or transferred to card issuers in the same centre.
- Updating of statistics on number of cards issued and customers assisted.
- Attending to queries related to the lost cards, pin resets and or damaged cards.
- Balance and return all unused cards at the end of each day to the designated official for recording and safekeeping.
- Report any system related issues to the Team Leader and/or contact centre to assist in resolution.
- Send daily reports, statistics as per SOP to Team Leader on daily basis or as and when required.
- Assist Team Leader to monitor queues at the collection site while ensuring that elderly, disabled and sick customers are assisted speedily.

## Minimum Qualifications and Experience Required

- Grade 12 (NQF Level 4).
- Post Matric qualification: Diploma/Degree (NQF 5, 6 or 7), with minimum of 120 credits.
- NQF6 Qualification, National Diploma or degree will be an added advantage.
- Experience as a Customer Services Consultant/Cashier or in any other Customer Service role will be an added advantage.
- Ms Office: Ms Word, Ms Excel, PowerPoint, and Outlook

## Skills & Attributes

Listening skills; Ability to communicate in the most commonly used local language of the area; Interpersonal skills; Time management; Stress management; Basic financial skills; Honesty & Integrity; Customer orientated. Must be able to work under pressure. Flexibility; High attention to detail; Accuracy and mental alertness; Ability to work independently and in a team; Clean criminal record.

## How to Apply

If you wish to apply and meet the requirements, click the link provided below to be considered and complete your application.

## STEP 1:

Western Cape: [Click here to apply](#)

## OR

Visit: <https://www.postbank.co.za> and select the careers page.

## STEP 2:

Upon completing the online application form, you will be required to download and/or print, complete all four consent forms and submit, within 48 hours, the consent forms accompanied by the following documents: Certified copy of ID, Certified copies of Matric certificate and Post Matric Qualifications, Proof of residential address to the following mailbox based on the province you are applying for:

Western Cape: [RecruitmentWC@postbank.co.za](mailto:RecruitmentWC@postbank.co.za)

The South African Postbank SOC Limited envisages receiving large volumes of applications, thus candidates who fail to complete their applications in full will not be considered.

### **Applications close on: 01 November 2024**

Those who have submitted their application in the nationwide advertisement for the same role are NOT required to reapply as their application has already been received. As such, resubmitted application will not be considered.

#### **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.

NB: Correspondence will be limited to shortlisted candidates. 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.

POPIA provides that everyone has the right to privacy, and it includes a right to protection against the unlawful collection, retention, dissemination and use of personal information. By applying for employment, you consent to the processing of your personal information with Postbank and its service providers. Your personal information and any attached text or documentation are retained by Postbank for a period in accordance with relevant data legislation. Your personal information and any attached text or documentation are retained by Postbank for a period in accordance with relevant data legislation.