

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

PROVINCE:

KWAZULU-NATAL

TOWNS TO APPLY:

Pietermaritzburg, Ingwavuma, Kosi Bay Town, Nongoma, Shakaskraal, Phoenix, Chatsworth, Colenso

Job Responsibilities

- Do pre-test on equipment allocated for functionality, ensure access to front end system, and report any issues to the Regional Operations Managers.
- Ensure all distribution sites are operational i.e. all dignity services, marketing material, stationery, cards and equipment are available. Escalate issues to the Regional Operations Manager if required.
- Ensure that staff follow the SOPs that have been documented.
- Ensure that each site is appropriately staffed on a day-to-day basis. Re-allocate customer service clerks from 1 site to another if required.
- Attend to all issues raised by staff based at the various distribution points. Escalate issues that cannot be resolved to the Regional Operations Managers
- Oversee the accurate completion of daily attendance registers by staff and ensure timeous submission of weekly attendance time sheets.
- Report any system related issues to the Regional Operations Managers and/or contact centre to assist in resolution.
- Send daily reports, statistics as per SOP to Regional Operations Managers or as and when required.
- Perform ad hoc allocation of Customer Service Clerks for system access and authorise on the system.
- Ensure queues at the distribution sites are appropriately managed.
- Ensure all customer complaints are attended to promptly.
- Ensure all issues raised by other stakeholders (e.g. Retailers, Landlords, etc.) are dealt with promptly.
- From time to time the Team leader may be required to issue cards to customers if clerks are absent.

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 Teller/Cashier or in any other Customer Service role.
- Supervisor/ Team Lead experience will be an added advantage.
- Ms Office: Ms Word, Ms Excel, PowerPoint and Outlook.
- Code 08 or Code 10 Driver's License and Own Car Essential.

Skills & Attributes

Listening skills; Supervision of teams; Interpersonal skills; Time management; Stress management; Ability to communicate in the most commonly used local language of the area; Basic financial skills; Honesty & Integrity; Customer orientated. Must be able to work under pressure; Flexibility; High attention to detail and accuracy; Ability to work independently and in a team. Flair for figures; Mental alertness; 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:

KwaZulu Natal: [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:

KwaZulu Natal: RecruitmentKZN@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

Previous candidates who have submitted their application in the initial nationwide advertisement for the same role are NOT required to reapply as their application has already been received. A 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.