

JOB TITLE : **SUPERVISOR CALL CENTRE (C4)**
REPORTS TO : **MANAGER: INBOUND CALL CENTRE**
BUSINESS UNIT : **POSTBANK OPERATIONS (CALL CENTRE)**
LOCATION : **BLOEMFONTEIN**
POSITION STATUS : **PERMANENT**

Purpose of the Job

Manage the performance of a team of Inbound call centre agents

Job Responsibilities

- Drive performance of a team of call centre agents ensuring adherence to key performance areas and contractual KPI's
- Plan and organise the call centre work schedules
- Ensure remedial and disciplinary actions are taken where needed and in line with policies
- Effective resource planning ensuring appropriate and adequate staffing for call centre operations
- Ensure all processes and operational workflows support and drive good customer experience
- Coach, develop and lead team to deliver high quality service to customers by ensuring best practices and methodologies are adhered to
- Handle all escalations and ensure customer complaints are closed within SLA's
- Utilise tools and telephony to highlight gaps in processes and suggest enhanced efficiencies

Minimum Requirements

Qualifications and Experience

- Matric
- Diploma (NQF 6) and/or relevant degree in Call Centre, Operations or Business Administration
- 2-3 years call centre experience as a team leader or supervisor
- Experience in any financial services company. Banking experience preferred

Knowledge and understanding of:

- Call centre performance areas and methodologies

Skills and Attributes

Fluency in English, Call Centre Methodologies and exposure, People management skills, Customer service and, Operations experience, Strong planning and organising skills, Analytical and problem solving, Service orientated, Excellent Communicator

How to Apply

If you wish to apply and meet the requirements, please forward your Curriculum Vitae (CV) to recruitmentZM@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

13 May 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, we encourage and welcome applications from diverse groups from the South African Employee active population. 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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