

JOB TITLE : **CUSTOMER SERVICE CONSULTANT X6**
REPORTS TO : **MANAGER CALL CENTRE**
BUSINESS UNIT : **OPERATIONS**
LOCATION : **BLOEMFONTEIN**
POSITION STATUS : **FIXED-TERM CONTRACT (12-MONTHS)**
POSITION GRADE : **C2**

Purpose of the Job

Attend to customer queries and complaints for the Inbound Contact Centre. Assist customers telephonically and provide good customer service.

Job Responsibilities

- Attend to incoming calls from customer
- Resolve queries and complaints
- Ensure KPIS for call answering, call handling and call waiting times are managed
- Provide professional and efficient customer service
- Raise escalations and potential risks to customers and the company when identified

Qualifications and Experience

- Grade 12
- 1 to 2 years' customer service experience in an Inbound Contact Centre
- Computer literacy (MS Office)

Knowledge and understanding of:

- Excellent understanding of contact centre telephony systems
- Fluent in English, additional languages an added advantage
- Customer Service and TCF principles
- Hands-on-approach to work

Skills and Attributes

Excellent customer service with the proven ability to handle call volumes and maintain service standards.

Effective and clear communication with strong verbal and writing skills.

Sound reasoning and thinking, problem solving and getting to the bottom of issues.

Works well under pressure and in busy and service driven environment

How to Apply

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

21 November 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.

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. Your personal information and any attached text or documentation are retained by Postbank for a period in accordance with relevant data legislation.