

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

LOCATION : WESTERN CAPE

Local Municipalities: Malmesbury X2; Piketberg X2; Knysna X2; Heidelberg X2 and Plettenberg Bay X2

Purpose of the Job

The Customer Service Clerk (CSC) serves as Postbank's in-store banking representative within partnered retailers.

The CSC provides frontline assisted support to customers who require help initiating or completing banking transactions, bridging the gap between traditional in-branch experiences and digital/self-service channels (ATM Solutions, Mobile App, and USSD).

This role ensures every assisted transaction aligns with Postbank's governance, KYC/AML, and operational standards, while maintaining a consistent customer experience across distributed banking channels.

Could be requested to move across sites within a 30km radius should we not be able to get all the listed sites above.

Job Responsibilities

Customer Interaction & Support

- Welcome customers and identify their service need (deposit, withdrawal, redemption, balance, or book update).
- Authenticate customers using ID and/or registered MSISDN.
- Verify account status (CIF profile, KYC, AML compliance).
- Educate customers on Postbank's digital channels and how to use them.
- Maintain professional, empathetic, and efficient service at all times.

Transaction Facilitation

- Initiate assisted transactions using the CSC terminal/tablet.
- Generate secure barcodes or OTP slips for cash transactions (Deposits / Withdrawals / Book Updates).
- Print and hand the customer the barcode slip to present to the Retailer Teller for completion.
- Confirm the transaction status post-fulfilment via the Ops Console.
- Handle exceptions (expired OTPs, invalid accounts, failed validations).

Operational Controls & Governance

- Ensure all vouchers/tokens follow defined lifecycle states (Created → Used → Expired → Cancelled).
- Submit daily reconciliations to Postbank's operational team.
- Log all exceptions and escalations for Call Centre/Back Office resolution.
- Adhere to security, data privacy, and anti-fraud protocols.
- Comply with voucher expiry policies (≤ 60 minutes) and reporting obligations.

Customer Education & Migration

- Promote the use of self-service channels (ATM Solutions, Mobile App, USSD).
- Demonstrate in-app or USSD processes where possible.
- Support first-time digital activations (device linking, PIN resets).

Service & Quality

- Maintain service standards in accordance with Postbank's Service Level Agreements (SLAs).
- Participate in continuous service-improvement feedback loops with the Regional Supervisor.
- Ensure all customer data is treated with strict confidentiality.
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Minimum Qualifications and Experience Required

- Matric (Grade 12) – essential
- NQF 5 or higher in Banking / Financial Services / Customer Management – preferred
- Minimum 2 years' customer-facing or teller experience (Banking / Retail / Financial Services)
- Familiarity with Postbank or similar financial platforms advantageous
- 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; Understanding of Postbank products & services. Ability to communicate in the most commonly used local language of the area; Interpersonal skills; Time management; Stress management; Basic financial skills; Familiarity with Switch/Core Banking concepts. Honesty & Integrity; Customer orientated. Basic digital literacy (Mobile App / USSD / ATM processes). Experience using customer service tablets, barcode printers, or POS systems. 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

STEP 1

If you wish to apply and meet the requirements, please send your **CV, Certified copy of ID, Certified copies of Matric certificate and Post Matric Qualifications, Certified Drivers license, Proof of residential address** to RecruitmentWC@postbank.co.za All documents must be newly certified, **not older than 3 months**.

STEP 2

RecruitmentWC@postbank.co.za will send you the consent form that you are required to complete and submit within the 48 hours to the same email address.

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 will close on: 11 March 2026

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