

POSITION NUMBER : 60010237
JOB TITLE : **MANAGER: INBOUND CALL CENTRE**
JOB GRADING : **D2**
REPORTS TO : **GENERAL MANAGER: OPERATIONS**
BUSINESS UNIT : **HUMAN RESOURCES**
LOCATION : **JOHANNESBURG\BLOEMFONTEIN**
POSITION STATUS: : **PERMANENT**

Purpose of the Job

The manager will be responsible for the performance of an Inbound Call Centre and ensure to render a sound service to all Postbank customers continuously, identifying, analysing and recommending initiatives to solve problems within the context of streamlining Postbank products and services.

Job Responsibilities

- Ensure that the Inbound Customer Service Consultants adheres to set customer service standards contained in sectional Business rules and Procedures
- Ensure that trends regarding customer complaints are analysed and that preventative and remedial action is taken to prevent recurrence.
- Establish and maintain quality relations with all parties in business initiatives to ensure customer satisfaction and retention.
- Manage and ensure that service levels are kept above industry targets.
- Manage and ensure that call abandonment rates are kept at a minimum rate.
- Ensure that there is always sufficient capacity to manage Inbound Call Centre (ICC) operations and to avoid abandon calls.
- Ensure that all required management and statistics reports are provided
- Enforce sound processes and procedures to ensure service excellence
- Benchmark and advise top management on procurement of IT systems that would enhance the ICC operations.
- Manage cost of business improvements, understand IT changes and ensure sound investment decisions in ICC technology and other solutions
- Ensure that Key Inbound Call Centre performance indicators and measurements are in place, and the ICC staff understand them.
- Identify growth opportunities for employees, develop competent individuals, direct actions towards the realisation of growth and monitor growth results
- Overall support and management of the ICC staff. Ensure business continuity of sections in the long run
- Maintain discipline.
- Ability to support multiple projects and systems changes that affects
- Postbank resources and processes, to provide results of an acceptable performance level within an acceptable quality standard
- Financial cost centre management and reporting
- Ensure the efficient management and control of function / resources in accordance with the stipulations of the PFMA, fraud prevention and risk management principles, corporate governance, legislation, company policies, processes, industry related regulations (FAIS), et

Minimum Requirements

Qualification and Experience:

- Diploma in Commerce Related / Business Admin/Banking/Call Centre/ Marketing related
- At least 5 years' experience in the Banking or Contact Service Operational environment

Knowledge and understanding of:

- HR Practices and Labor legislation
- ECT acts and legislation around electronic and voice communication
- Understanding of Contact Centre technology / systems including CRM and

- Telephony through previous experience
- Legislation around the Financial Services
- Industry (FICA, FAIS, Banking Act, Reserve Bank Act,
- Sound business knowledge with at least 5 years Customer Services experience
- Solid understanding of Customer Services
- Customer Services best practices
- Excellent implementation of transformation programs
- Project management
- Call centre management techniques
- Call Centre Resource Planning and
- Workforce Management
- Customer Relationship Management techniques

Skills

- Creative problem solving • System thinking skills • Time management • Stress management • Analytical ability • Benchmarking skills • Marketing skills • Strong interpersonal skills • Planning, organising and execution skills • Strong written and verbal communication skills • Sound Numerical skills • Financial analysis skills • Interpretation skills • Basic financial skills • Project management skills • Leadership and Motivational skills • Report writing skills • People management skills • Ability to make informed decisions.

Attributes

- Assertive • Passion for excellent customer services • Motivator and self-motivating • Articulate • Innovative • Change agent • Professional • Team player • Helpful • Innovative • Quality orientated • Business orientated • Ability to see the bigger picture • Assertive • Logic approach

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

03 July 2026

How to Apply

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 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.