

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

LOCATION : **KWAZULU-NATAL**

Local Municipalities: Ulundi x1, West Street x1

Purpose of the Job

Responsible for the supervision of the issuing of bank cards to customers at the allocated sites. This includes the day-to-day management of the distribution including supervision of staff.

The Team Lead Customer Services (TL) serves as Postbank's in-store banking representative within partnered retailers.

The TL provides frontline assisted support to Customer Service Clerk (CSC) who require help initiating or completing banking transactions for customers, 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

- 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

- 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.
- Supervisor/ Team Lead experience will be an added advantage.
- Ms Office: Ms Word, Ms Excel, PowerPoint and Outlook
- Code 8 Driver's License and Own Car Essential

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 RecruitmentMP@postbank.co.za** All documents must be newly certified, **not older than 3 months**.

STEP 2

RecruitmentMP@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.