

JUNIOR CUSTOMER SERVICE REPRESENTATIVE

RESPONSIBILITIES

- Adhere to the contact centre's work and break schedule.
- Be logged in for a minimum of 9 hours a day (8 working hours, 30-minute tea break, and a 30-minute lunch break).
- Manage system statuses accordingly.
- Absenteeism kept to a minimum and has an attendance record of at least 95% per month.
- Complete after call work in sufficient time.
- Handle all work items as efficiently as possible, eliminating time wasters.
- Be flexible to take inbound calls, make outbound calls, answer emails and chats.
- Ensure that customer satisfaction is maintained and takes highest priority.
- Manage transferred and escalated enquiries through a management enquiry system:
 - Sending out enquiries to relevant departments;
 - Following up on unattended enquiries;
 - Closing completed enquiries;
 - Escalating relevant enquiries; and
 - Providing feedback to clients.
- Assist colleagues with overflow work.
- Assist with daily operations and administrative tasks, as needed.
- Assist walk-in clients, where necessary.
- Stand-in at reception, when needed.
- Perform any other assigned ad hoc tasks.

REQUIREMENTS

- Grade 12 or equivalent.
- Experience in client services/contact centre (required).
- Qualification in contact centre/customer care (advantageous).
- Proficient in Microsoft Office (Word, Excel and Outlook).
- Fluent in Afrikaans and English.
- Must have good interpersonal skills.
- Must have good communication skills.
- Must be detail oriented.
- Must be able to follow through.
- Must be professional and presentable.
- Must be able to work Monday to Friday between 07:00 and 17:00.

Salary is market related.

Please send your CV to cvs@futurelearn.co.za