

## JUNIOR CUSTOMER SERVICE REPRESENTATIVE

### RESPONSIBILITIES:

#### Schedule adherence:

- Adhere to the contact centre work and break schedule.
- Be logged in for a minimum of 9 hours a day (8 working hours plus breaks) and manage system statuses accordingly.
- Keep absenteeism to a minimum and maintain an attendance record of at least 95% per month.

#### Work item management and quality:

- **Efficiency:**
  - Complete after-call work in sufficient time.
  - Handle all work items as efficiently as possible and eliminate time wasters.
  - Select relevant wrap-up codes after work items are completed.
  - Answer all work items.
  - Accommodate inbound calls, make outbound calls and answer emails and chats.
- **Quality:**
  - Follow script provided for inbound and outbound calls.
  - Remain professional at all times.
  - Use the correct language/spelling/grammar.
  - Focus on first call resolutions and escalate issues to manager.

#### Customer satisfaction:

- Ensure that customer satisfaction is maintained and takes highest priority.

#### Ticket management:

- Manage transferred and escalated enquiries through means of management enquiry system:
  - Send out enquiries to relevant departments.
  - Follow up on unattended enquiries.
  - Close completed enquiries.
  - Escalate relevant enquiries.
  - Provide feedback to clients.

#### Evaluation/test scores:

- Attend scheduled internal training sessions.
- Score an average of 90% for all evaluations completed in a month (where applicable).

#### Ad hoc:

- Assist colleagues with overflow work.
- Complete operations and administrative tasks as needed.
- Assist walk-in clients where necessary.
- Stand in at reception when needed.
- Perform other assigned ad hoc tasks.

### REQUIREMENTS:

- Grade 12 or equivalent.
- Course in contact centre/customer care.
- Three years' client services/contact centre or related experience.
- Essential computer skills:

- MS Excel (Basic)
- MS Word (Basic)
- MS Outlook
- MS Excel (Intermediate – advantageous)
- Language proficiency:
  - Afrikaans (fluent)
  - English (fluent)
- Other requirements:
  - Good interpersonal skills
  - Good communication skills (verbal and via email)
  - Follow through
  - Professional
  - Neat
  - Detail oriented
  - Enjoy structured work
  - Available to work between 07:00 and 18:00 weekdays
  - Willing to work overtime in peak seasons

The position is based in Centurion. Salary is market related.

**Please note that preference will be given to EE candidates.**

Please send your CV stating the job title in the subject line to [recruitment@futurelearn.co.za](mailto:recruitment@futurelearn.co.za)