

Work for DPO Group - Africa's biggest payment service provider.

At DPO South Africa, we focus on our two fintech payment solutions PayGate and SiD. PayGate is our top tier payment gateway, trusted by SA's largest (and smallest) e-commerce businesses, hospitality providers, and merchants of all sizes and industries. PayGate enables companies of all sizes and industries to accept card, mobile, and all major payment methods from their website, making it easier for them to get paid online. DPO South Africa also comprises of SiD Secure EFT, SA's most trusted instant EFT payment method on the market.

About the Vacancy

Based in Cape Town, the Customer Service Officer is required to provide superior customer service and operational support to all users. This role will be responsible for delivering service excellence to both internal and external stakeholders by identifying issues and initiating corrective actions to remedy the identified cause of concern.

Educational Requirements

- Matric is essential
- A good understanding and knowledge of the e-commerce/payment industry

Work Experience to Back Your Qualifications

- 1-year experience in a customer service environment with exposure to IT operations or Service industry.
- Background in payments/banking/software/technical systems (beneficial)

What it Takes to Succeed on our Team

Attitude

- Highly developed sense of integrity and commitment to customer satisfaction
- Possess a sense of urgency and maintain stress awareness/management
- Possess a strong work ethic and team player mentality
- Readily accepts feedback, mentoring, and coaching
- Ability to work independently and within a team
- Own customer queries and tasks end to end

Skills

- Excellent written and verbal communication skills
- Proficiency in communicating issues and solutions to both technical and non-technical audience (verbal and written)
- Proactive and accountable
- Ability to multi-task while being attentive to the customer
- Strong decision making and analytical abilities
- Attention to detail
- Strong time-management skills

Your Main Areas of Focus

Customer Service Management

- Maintain customer service levels by managing tickets and calls with the view of successful resolution
- Provide prompt, courteous service to all external and internal customers
- Attract potential customers by answering product and service questions
- Assisting internal staff, end-users and merchants with transactional queries and any payment processing issues
- Proactively monitor systems and transactions when on standby
- Ensure the standby phone and any standby communication is answered timeously
- Complete tickets and chats as agreed upon (Days and time may vary)
- Attend regular customer service departmental meetings
- Participate in team training, 15 Minutes and TGTF

Resolution of Queries

- Resolve queries via telephone, live chat, and email correspondence
- Must be able to troubleshoot errors/issues reported before escalating further
- Follow and execute support protocol for escalation
- Use all available resources to resolve or escalate customer incidents per established guidelines, processes, and service level agreements
- Ensure all stakeholders are updated with any issues and resolutions
- Collaborates with other departments to resolve problems, facilitate solutions and enhance customer service delivery
- Assist developers with integration and shopping cart queries

Customer Service Officer in Cape Town



Customer Retention

- Responsible for actively ensuring retention of customer base
- Demonstrate advanced product knowledge and clearly communicate all products, benefits, pricing and billing to prospective clients
- Create positive and lasting relationships with clients

Responsibilities on Demand

- Due to the fluid and dynamic environment within DPO, new, additional or changed position responsibilities will occur.
- Successful demonstration of change orientation is an on-going responsibility in all positions

Small Things, Make a Big Difference

You'll be responsible for upholding good punctuality and attendance, your own health and safety while at the same time, avoid adversely affecting the health and safety of others at work.

It's all about teamwork; therefore, it's important you fit in with our results-driven culture by living our brand values and ensuring we provide the best possible service to all our Merchants.

How to Apply

- Update your CV
- Write a cover letter about why this role is for you
- Please email us on talentsa@dpogroup.com

**If you were referred to us by one of our existing staff members, please indicate who referred you.*

We utilize the major social channels, go like and follow us!

