

CUSTOMER SERVICE AGENT

We have an exciting opportunity available in our Johannesburg office. The Customer Service Agent must provide customer service and operational support across the company group chain to all users. This role is responsible for delivering customer service excellence to both internal and external stakeholders by identifying issues and initiating corrective actions to remedy the cause of concern.

Key Personal Competencies:

Educational

- Grade 12
- Tertiary Qualification – Advantageous

Work Experience

- 1-year experience in a customer service environment with exposure to IT operations or Service industry

Advantageous

- Good understanding and knowledge of the e-commerce industry
- Background in payments/banking/software/technical systems

Attitude

- Highly developed sense of integrity and commitment to customer satisfaction
- Poses a sense of urgency and maintain stress awareness/management
- Poses 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-verbal audiences (verbal & written)
- Proactive and accountable
- Able to multi-task while being attentive to the customer
- Strong decision making and analytical abilities
- Attention to detail
- Strong time-management skills

Responsibilities Include

Customer Service Management

- Maintain customer service levels
- Provide prompt, courteous service to all external and internal customers
- Assisting internal staff, end-users and merchants with transactional queries and any payment processing issues
- Assist developers with integration and shopping cart 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
- Attracts potential customers by answering product and service questions
- Responsible for actively ensuring the retention customer base
- Use all available resources to resolve or escalate customer incidents per established guidelines, processes, and service level agreements

Client Relationship Management

- Demonstrate advanced product knowledge and clearly communicate all products, benefits, pricing and billing to prospective clients
- Create positive and lasting relationships with clients

Email your cover letter and comprehensive CV to talent@paygate.co.za.

NOTE: Please indicate in your email whether you were referred to us, and if so, please say whom referred you.

Applications close 31 January 2019.