



## Annexure A

### JOB Profile

#### Call Centre agent

##### 1. POSITION DETAILS:

|                      |                            |
|----------------------|----------------------------|
| Position Title:      | Call Centre agent          |
| Organisational Unit: | AFCA Harambe Business Unit |

##### 2. JOB DESCRIPTION:

###### *MAIN JOB OBJECTIVES/PURPOSE OF THE JOB*

- Provide customer care service to customers the Harambe call centre.
- Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services, deal with customer complaints, queries and requests for information through the telephone.
- Answer calls and respond to emails
- Handle customer inquiries both telephonically and by email
- Research required information using available resources
- Manage and resolve customer complaints
- Provide customers with product and service information
- Enter new customer information into system
- Update existing customer information
- Process orders, forms and applications
- Identify and escalate priority issues
- Route calls to appropriate resource
- Follow up customer calls where necessary
- Document all call information according to standard operating procedures
- Complete call logs
- Produce call reports



### *DESCRIPTION OF KEY RESPONSIBILITY AREAS AND INDICATORS*

1. Assist and form part of the customer service team, taking full responsibility for the dealing with customer complaints, queries, and requests for information.
  - Provide customers with service information – routes, bus duty numbers, and frequencies.
  - Answer customer queries customers on the personalisation of fare media.
  - Assist customers with resolving faulty fare media.
  - Investigate customer complaints and give feedback to the client.
2. Follow through on customer care processes from start to end
  - Interact with customers telephonically when they have enquiries about the service products or have complaints.
  - Record details of enquiries, comments, complaints, and actions taken to attend to customer issue.
  - Carry out relevant customer care research as requested by Supervisor.
3. Report to management on Call Centre customer care issues
  - Complete all customer service documentation as required and requested.
  - Assist management with daily, weekly, monthly statistical reports as appropriate.
  - Ensure that all information is accurate and that reports are relevant.
  - Recognize, document and alert supervisors of trends in customer calls.

### *DIRECT CONTACTS OF THE JOB HOLDER (INTERNAL AND EXTERNAL)*

As the holder of this position is responsible for providing customer care at Harambe Call Centres, he/she has a fairly profound direct influence on the quality of the service that Harambe offers, with substantial internal.

### **INTERNAL INFLUENCE**

The job holder is the Call Centre agent at the Harambe Call Centre, within the component Marketing. The holder is to assist, advice, record and report on the customers that were serviced for the day



with regard to customer care issues. There will be a number of areas that the controller will have an impact on, they are: marketing, public relations, legal and regulatory and operations and the following posts will be involved as senior management and peers.

#### EXTERNAL INFLUENCE

Indirectly the job holder will have an influence on the:

- Stakeholders and Stakeholder perceptions

#### *JOB REQUIREMENTS*

##### EDUCATION

Minimum educational qualification needed to fill the job:

- NQF 3-4

##### EXPERIENCE

Essential:

- 2 years in a customer service role with call centre experience, preferably in public transport environment.
- Knowledge of customer service principles and practices.
- Knowledge of relevant computer applications.
- Knowledge of administrative procedures.
- Knowledge of Harambe etc.

Advantageous:

- Experience as a customer care controller in passenger transportation (buses, trains, planes) environment.

**If you are interested in the position and meet the requirements, kindly forward your CV to [recruitment@xtremetec.co.za](mailto:recruitment@xtremetec.co.za)**

**Please state in the subject line: Call Centre Agent**

**If you haven't heard from us within 2 weeks, please consider your application unsuccessful.**