



## Annexure A

### JOB Profile

#### Walk-In Centre Agent

##### 1. POSITION DETAILS:

Position Title:	Walk-In Centre Agent
Organisational Unit:	AFCA Harambe Business Unit

##### 2. JOB DESCRIPTION:

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

###### **Job Overview:**

**About Us:** Xtremetec Management and Consulting is a dynamic organization committed to providing exceptional services to the residents of the City of Ekurhuleni. We are currently seeking motivated and customer-focused individuals to join our team as Walk-In Centre Agent. If you thrive in a fast-paced environment and have a passion for delivering outstanding customer service, we invite you to apply.

###### **Responsibilities:**

###### 1. **Customer Interaction:**

- Greet and assist walk-in customers in a friendly and professional manner.
- Listen attentively to customer inquiries, assess their needs, and provide accurate information or assistance.

###### 2. **Issue Resolution:**

- Address customer concerns, inquiries, and issues promptly and effectively.
- Collaborate with colleagues and supervisors to escalate and resolve complex customer problems.

###### 3. **Product Knowledge:**



- Acquire and maintain a comprehensive understanding of products, services, and policies to effectively assist customers.
- Stay informed about updates and changes in offerings to provide accurate information.

**4. Queue Management:**

- Manage customer queues efficiently to minimize wait times.
- Direct customers to appropriate service areas and resources based on their needs.

**5. Documentation:**

- Maintain detailed and accurate records of customer interactions, including issues raised and resolutions provided.
- Complete necessary forms and paperwork related to customer transactions.

**6. Team Collaboration:**

- Collaborate with team members and supervisors to ensure a cohesive and supportive work environment.
- Share insights and feedback to contribute to continuous improvement in service delivery.

**Qualifications:**

- High school diploma or equivalent.
- Previous customer service experience is an advantage.
- Strong communication and interpersonal skills.
- Ability to remain calm and professional in high-pressure situations.
- Basic computer skills and familiarity with relevant software applications.
- Eagerness to learn and adapt to new information and processes.

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 Management Supervisor**



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