

## **CUSTOMER SERVICE REPRESENTATIVE**

**SILO**

**JHB**

### **CORE PURPOSE OF THE JOB:**

The Customer Service Representative will be responsible for building and preserving trusting relationships with the client. They will be the first point of contact, managing all client requests, query management and reporting within agreed service levels.

### **KEY PERFORMANCE AREAS:**

- Analyse root cause for issues to reduce query management.
- Provide accurate and timeous reporting for campaigns and projects.
- Manage internal relationships and escalation protocols as agreed upon with client.
- Manage the priority requests as per client's input.
- Act as a point of contact between relevant departments
- Maintain standards and quality of work outputs.
- Manage the service levels across the departments.

### **QUALIFICATIONS / EXPERIENCE:**

- Relevant tertiary qualification will be advantageous, Matric is essential with at least 2-3 years proven work experience in customer service
- Certification in Client Relationship Management and Business Administration is advantageous
- Advanced computer skills

### **BEHAVIOURS & ATTRIBUTES:**

- Customer centric
- Leadership skills
- Decision-making and problem-solving skills
- Ability to multitask and prioritize
- Team player

The advert has minimum requirements listed.  
Management reserves the right to use additional / relevant information as criteria [careers@hcg.one](mailto:careers@hcg.one)  
**Closing date for applications is Monday, 22<sup>nd</sup> January 2024.**