



INTERNAL & EXTERNAL

Job Title

Supervisor: Inbound Call Centre x 2 Postbank - Bloemfontein

Reports to

Manager Inbound Call Centre

Summation

Responsible for the supervision of the Contact Centre and ensure to render a sound service to all Postbank customers continuously, identifying, analysing and recommend initiatives to solve problems within the context of streamlining Postbank products and services

Key Responsibilities

- Keep abreast of technology for advancement of the Customer Service Centre
- Develop a strong understanding of business knowledge for the improvement of the Centre
- Attend meetings where necessary for the development of the Centre
- Analyse statistics and report feedback to Call Centre Manager
- Set objectives in terms of customer service in line with the business plan
- Equip staff with technology, training and information
- Develop information and act as a mediator with labour related issues
- Monitor staff performance results against set targets and performance management system
- Assist staff with queries which are too complex for them to deal with
- Recommend and execute work schedule and leave rosters
- Design and approve all written correspondence before execution to customers
- Submit reports daily, monthly and weekly for Management and Business Units
- Identify individual training for staff
- Conduct formal and informal training programmes
- Visit external Call Centres for benchmarking purposes
- Attend pertinent meetings regarding call centre issues on an Ad Hoc basis

Minimum Requirements

- National Diploma in Management/Customer Services/Call Centre Operations/Banking NQF level 6

Experience

- 5 Years contact centre/customer service experience of which 3 years should be in a Financial Service Environment
- Team leader/Supervisor/management experience
- Good PC Skills and good knowledge of MS Office
- Fulfil the terms of FAIS, any related legislation or regulation and any guidelines or regulations issued by the Financial Services Board

Knowledge

- Knowledge of Banking Call centre processes, standards and Quality Management
- Legislation around the financial service industry (FICA; FAIS; CPA and POPI Act)
- Sound grasp of what is the state-of-the-art, major trends and best practices in the Call Centre environment

Skills and Attributes

- Supervisory skills; Analytical skills; Computer literacy; Telephone skills; Listening skills; Problem solving; Good verbal and written communication skills; Interpersonal skills; Time management; Stress management; Strong interpersonal skills; Planning, organising and execution skills; Basic financial skills; Project management skills; Leadership and Motivational skills; Report writing skills; People management skills; Ability to make informed decisions; Honesty & Integrity; Must be able to work under pressure and Customer orientated
- Driver License and Own transport – advantageous due to shift work
- Overcome objectives

Minimum Requirements, Job requirements, Skills & Attributes

The South African Postbank SOC Limited is committed to the achievement and maintenance of diversity and equity in employment, especially with regard to race, gender and disability. In compliance with the banks employment equity plans, first preference will be given to candidates from designated groups. Correspondence will be limited to short listed candidates only.

If you wish to apply and meet the requirements, please forward your Curriculum Vitae (CV) to Leonie.viljoen@postbank.co.za . Please indicate in the subject line the position you are applying for. To view the full position specification, log on to www.postbank.co.za and click on Careers.

Contacts

**Closing date: 28 September 2021
Position numbers: 60062915, 60062916
Cost Centre: 451103**

If you do not hear from the South African Postbank SOC Limited or its Agent within 3 months of this advertisement, please accept that your application has been unsuccessful. The South African Postbank SOC Limited reserves the right not to fill the positions or to re-advertise the positions at any time.

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