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The Vuvuzela Hotline is currently seeking an experienced and passionate Call Center Agent.

Call Centre Agent Job Summary









You will answer incoming calls from customers who want to report fraud & corruption, respond to inquiries, manage complaints, troubleshoot significant customer service problems, and provide general information. May be required to work in shifts (24/7 call centre).

You will be a member of the primary contact team and will be responsible for assisting them in reporting matters received by telephone, e-mail, Website and WebApp. You will also project a professional company image through voice interactions.

Call Center Agent Job Responsibilities and Duties:

-  Answer inbound calls courteously and professionally
-  Identify and escalate issues to supervisors immediately
-  Research required information using available resources
-  Route calls to appropriate resources
-  Document all call information according to standard operating procedures
-  Follow up customer calls where necessary
-  Complete call logs and write reports in English
-  Other duties as assigned

Call Center Agent Qualifications and Skills

-  Matric certificate or equivalent
-  Proficient in relevant computer applications
-  1-3 years of experience in a call center environment
-  Knowledge of customer service practices and principles
-  Excellent data entry and typing skills
-  Superior listening, verbal, and written communication skills – verbally proficient in at least 3 official languages an added advantage
-  English grammar and business writing an advantage
-  Ability to handle stressful situation appropriately

Should you meet the requirements as set out above, please apply via email to office@thehotline.co.za

Please note that only shortlisted candidates will be contacted.

REQUIRED SKILLS

Call Centre: 4 to 5 years

Client service: 6 to 7 years

Client service management: 4 to 5 years

Salary R4 000 – R6 000