







## Job Details

Employer: The Vuvuzela Hotline








The Vuvuzela Hotline is currently seeking an experienced and passionate Call Center Manager for a fixed term contract of three months.

### KEY RESPONSIBILITIES











-  Has knowledge of call Centre operations
-  Has Pastel knowledge
-  Manage call Centre agents on a daily basis
-  Writing of Tenders
-  Writing of final monthly reports
-  Monthly financial reconciliations and invoicing

### CANDIDATE REQUIREMENTS

#### MINIMUM REQUIREMENTS

-  Minimum requirement is a Matric (Grade 12) qualification
-  Strong communication skills
-  Has good English grammar and writing skills
-  Good interpersonal relation skills
-  Minimum 2 – 4 years' experience in customer services
-  Minimum 5 years' management experience
-  Previous experience in call centre will be an advantage

#### SKILLS AND COMPETENCIES

-  Communication
-  Typing skills
-  English competent (Writing & Reviewing)
-  Formatting of reports
-  Problem solving
-  Decision Making
-  Ability to work in a pressurized and time sensitive environment
-  Ability to deal with difficult or angry customers
-  Customer Focus
-  Leading Others

Should you meet the requirements as set out above, please apply via email to [office@thehotline.co.za](mailto:office@thehotline.co.za)

Please note that only shortlisted candidates will be contacted.

\*\*\*Should you not hear back from us within 14 days of your application, kindly accept your application as unsuccessful\*\*\*

## **REQUIRED SKILLS**

Call Centre: 4 to 5 years

Client service: 6 to 7 years

Client service management: 4 to 5 years

Salary R15 000 – R20 000