

Join our team as a

CUSTOMER SUCCESS CONSULTANT

Fintech | Software Solutions

Basic pm | Medical Aid Contribution

REQUIREMENTS

- Grade 12, a certificate or diploma in communications or similar
- At least 2 years' experience in customer service
- Own/Reliable transport and being able to travel from time to time.
- Experience working with Jira, confluence, and advanced excel
- Excellent communicator; orally and verbally.

DUTIES

- First call resolution support and assistance whilst maintaining excellent customer relationships.
- Accurately logging calls with detailed information.
- Applying effective customer care principles to all calls – customer first principles.
- Assistance and training customers on the EasyDebit system.
- Represent the customers to the rest of the business – be the customer advocate.
- Maintain and improve customer service levels – taking calls & resolving queries within SLA timeframes.
- Ensure escalation processes are enforced and maintained effectively.

ABOUT OUR GROUP

Vision

We enable sustainable business by reducing risk and increasing revenue.

Mission

Empowering people and businesses to safely transact in innovative ways.

Values

Customer First – Respect & Integrity – Teamwork – Innovation – Excellence

Why work for us?

Industry leaders

Annual awards function

Fun teambuilding events

Employee recognition awards

Long term growth opportunities

Birthday bonuses

Study support

Excellent leadership

A family environment

About us

We showed a 46% annual growth in 2021 in the digital verifications and payments solutions industry. Our solution driven environment is not only extremely fast paced and agile but maintains exceptionally high standards.