

AMAJUBA DISTRICT MUNICIPALITY

Amajuba District Municipality is an equal opportunity, affirmative action employer and also encourages applications from disabled persons.

DEPARTMENT: ENGINEERING SERVICES

CUSTOMER CARE CENTRE: AGENTS X 4

Qualification: Matric.

Call Centre Certificate will be an added advantage

Experience: Minimum of 1 year experience in a Call Centre or Customer Service Environment

Duties include the following (but not limited to):

- Deal directly with customers either by telephone, electronically or face to face.
- Manage and trouble shoot customer complaints.
- Provide customers with product and service information.
- Log all general enquires complaints and follow-ups on Call System.
- Enter new customer information into system.
- Update existing customer information.
- Save and process forms and applications.
- Identify and escalate priority issues.
- Route calls to the appropriate resource.
- Communicate and coordinate with internal departments.
- Follow up customer calls when necessary.
- Document all call information according to standard operating procedures

Remuneration: R 113 288.17 p.a.

Applications consisting of a comprehensive CV and covering letter together with certified copies of qualifications/drivers license must reach the undersigned, no later than 12h00 on **22 May 2015** Enquiries *may be directed to the HR Department: 034-3297200 during office hours*. Facsimiles, emails or late applications will not be accepted. Only short-listed applicants will be contacted. If you are not contacted three months after the closing date, your application would have been unsuccessful.

**LM Africa
Municipal Manager**

**Amajuba District Municipality
Private Bag X6615
Newcastle 2940**