

JOB DESCRIPTION

Company:	OneCard Management Services (Pty) Ltd
Title:	Customer Services Consultant
Reports to:	Customer Services Team Leader
Based at:	Woodmead
Occupation Category:	Administration
Cost Centre:	OneCard Management Services
Incentivized:	Yes

Job purpose: Provides support to clients relating to their policies and general queries.
Project a professional company image through phone interaction.

Key Result Areas:

Customer Services

- Answer phones and respond to customer requests within the determined SLA.
- Explain products and update customer details in computer system (CRM, DB & related systems)
- Provide customers with product and service information via appropriate methods (email and in writing)
- Policy amendments and product upgrade and services
- Transfer customer calls to appropriate staff, where necessary
- Identify, research, and resolve customer issues using the computer system
- Follow-up on customer enquires not immediately resolved, within determined SLA's
- Complete call logs and reports
- Research billing issues or misapplied payments within determined SLA's
- Follow and adhere to customer care processes, procedures and protocol
- Recognize, document and alert the supervisor of trends in customer calls
- Recommend process improvements
- Focus on first call resolution as far as possible
- Other duties as assigned from time to time

Operational Effectiveness:

- Be punctual
- Complete accurate and timely administration
- Submit to the manager all relevant reports, paperwork and update on all customer care activity as directed, in a timeous manner
- Any additional responsibilities as required from time to time
- Comply with company policy and procedures at all times

Competencies required: Knowledge, Skills & Attributes Knowledge

- Grade 12 with English & Mathematics or Science
- Literacy- read and write English and at least 2 official languages
- Pc Literacy- word, excel, email and internet
- Minimum 3 years working experience in customer services

South Africa

Tel: 010 001 0141 **Web:** www.oneplan.co.za | www.onepet.co.za
Address: 54 Maxwell Drive, Woodmead North Office Park, Woodmead 2021

Oneplan and Onepet are administered by OneCard Management Services (PTY) Ltd, an authorised financial services provider 43628.
Oneplan is not a Medical Aid Scheme but a short-term insurance product underwritten by Zurich Insurance Company South Africa Limited.



- Pass technical competence test
- Meets FAIS Fit & Proper requirements

Skills

- Confident communicator - written, verbal and internal.
- Active listening and strong negotiating skills
- The ability to resolve problems and disputes with clients and arrive at decisions which allow the business to move forward
- Display an understanding and knowledge of the product, industry and target audience
- Actively participate in team meetings and use your market knowledge to assist the clients effectively
- Ability to work in a team orientated environment
- Computer literate

Attributes

- Ability to work independently and self-managed
- Maintain initiative and pro-activeness
- Maintain integrity, responsibility and accountability.
- Ability to meet deadlines within time constraints
- Ability to be effective in a pressurized environment.

Succession plan- Subject matter expert i.e. Team leader or Manager

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