



Unit A27
Milnerton Business Park
Cnr Koeberg & Racecourse Roads
Milnerton
Western Cape
7441

Need / Required

We are looking for customer service centric individuals with a basic to above average understanding of networking and internet protocols as well as a basic understanding of invoicing / billing principals to service our client base through our contact centre in Cape Town.

Requirements

- Basic understanding of networking principals and topologies
- Basic to above average understanding of internet protocols
- Basic understanding of billing and invoicing principals
- 12-month customer service experience will be beneficial

Main job tasks and Responsibilities

- Respond to customers for requests for technical and billing assistance in person, via phone or electronically using a CRM system
- Diagnose, trouble-shoot and resolve technical issues as well as to see to basic billing enquiries
- Research questions and possible resolutions using available information available
- Advise the customer on the proposed solution and action needed to resolve the enquiry / issue at hand
- Follow the standard help desk procedures as specified and explained
- Update, maintain and resolve all logged cases within the set timeframe of such cases according to the priority set on such cases
- Identify and escalate cases where the situation requires to do so following the correct escalation procedures
- Follow up on customer calls where necessary with the aim to keep a high standard of customer satisfaction
- Stay current with the development and changes in system (CRM) software, processes and procedures

Education and Experience

- Minimum of grade 12 or equivalent
- Experience in help desk support with specific reference to the use of a "ticket" system
- Knowledge of customer service experience and practices
- The completion of a related industry qualification will be in your favor

Key Competencies

- Above average oral and written communication skills
- Great customer service orientation attitude
- Problem-solving mindset
- The ability to adapt with an ever-changing industry
- Team interaction skills
- Great attention to detail
- Above average stress tolerance

Minimum Requirements

- At least one-year experience in a call centre environment (preferred)
- Customer service experience of one-year (preferred)
- A proven knowledge and understanding of Internet and IP principals
- A very good understanding of basic billing and invoicing principals