

## Call Centre Agent

### Description

We are looking for a professional and customer-focused **Call Centre Agent** to join a busy customer service team. The successful candidate will be responsible for handling customer enquiries, resolving queries, capturing information accurately and providing a high standard of service.

### Responsibilities

- Handle inbound and outbound customer calls.
- Assist customers with general enquiries and service-related queries.
- Capture and update customer information accurately.
- Resolve customer complaints professionally and efficiently.
- Follow up on outstanding customer queries.
- Escalate complex issues to the relevant department.
- Maintain accurate records of customer interactions.
- Work towards customer service and call centre targets.

### Minimum Requirements

- Matric / Grade 12.
- 1–2 years' previous call centre or customer service experience.
- Good computer literacy.
- Strong verbal and written communication skills.
- Professional telephone manner.
- Good problem-solving skills.
- Ability to work in a fast-paced environment.

### Contacts

Submit your updated CV through **Career List** and ensure that your contact details and employment history are up to date.

### Hiring organization

Career List

### Employment Type

Full-time

### Industry

Telecommunication

### Job Location

Randburg

### Base Salary

R 10000

### Date posted

September 15, 2026

### Valid through

30.10.2026