*https://careerlist.co.za/job/customer-service-agent-midrand/*

# Customer Service Agent (Midrand)

**Employment Type**
Full-time

**Hiring organization**
Career List

**Industry**
Customer Service

**Job Location**
Midrand

**Base Salary**
R 10000 - R 12000

**Date posted**
September 24, 2026

**Valid through**
16.10.2026

## Description

A customer-focused company is looking for a professional Customer Service Agent to assist clients with enquiries, complaints, account queries and general support.

## Responsibilities

- Answer incoming customer calls and emails
- Assist customers with enquiries and complaints
- Capture and update customer information
- Escalate unresolved issues to the relevant department
- Follow up with customers when required
- Maintain accurate records of customer interactions
- Provide professional and friendly service at all times

## Qualifications

- Matric
- 1–2 years customer service or call centre experience
- Good verbal and written communication skills
- Basic computer literacy
- Strong problem-solving ability
- Ability to work under pressure
- Professional telephone etiquette