

JOB SPECIFICATION

Job title: CALL CENTRE AGENTS

Division : Vodacom Fibre

1. Answering Inbound Calls:

- Responding to incoming calls from customers or clients.
- Providing information about products, services, or addressing inquiries.

E.g. VOiP systems, Smart-TV, Smart-phones, Laptops, Fibre to the Home and Business. Cyper-security and others.

2. Making Outbound Calls:

- Initiating calls to customers for various reasons such as follow-ups, surveys, or sales.

3. Customer Support:

- Assisting customers with product or service-related issues
- Resolving problems, handling complaints, and providing solutions.

4. Technical Support:

- Referring clients Vodacom Call centre.

5. Sales:

- Promoting and selling products or services.
- Meeting sales targets and quotas.

6. Data Entry and Documentation:

- Recording customer information, inquiries, and feedback accurately.
- Updating customer records in the database.
- Processing orders on VPP system

7. Follow-Up and Callbacks:

- Making follow-up calls to customers for issue resolution or satisfaction feedback.

- Callbacks for further assistance or to provide additional information.

8. Providing Information:

- Offering information about company policies, procedures, and promotions.
- Educating customers on product features or services.

9. Multitasking:

- Handling multiple tasks simultaneously, such as talking on the phone, navigating computer systems, and documenting information.

10. Adhering to Scripts and Protocols:

- Following predefined scripts for specific situations.
- Adhering to company guidelines and protocols.

11. Maintaining Call Records:

- Keeping accurate and detailed records of customer interactions.
- Documenting resolutions and actions taken.

12. Meeting Performance Metrics:

- Achieving and maintaining performance metrics such as call handling time, customer satisfaction scores, and adherence to schedules.

13. Continuous Learning:

- Staying updated on product or service knowledge.
- Participating in training sessions and workshops.

14. Maintaining Professionalism:

- Handling calls with a professional and courteous demeanor.
- Managing stress and difficult customer interactions effectively.

15. Remuneration

- Commission