

# PostBank Customer Service Consultants x27 2025

The role of Customer Service Consultant at Postbank is critical in delivering top-tier support to Post Office/Consumer Services staff, Postbank customers, and potential clients. The primary objective is to provide assistance across multiple communication channels, including email, fax, web chat, telephone, and social networks. Currently, the primary medium is telephone-based communication.

The ideal candidate must possess exceptional interpersonal skills, effectively handle challenging queries, and provide creative solutions to customer concerns. Additionally, the role requires proficiency in banking functionalities, such as managing **Electronic Fund Transfers (EFTs)**. The consultants will operate in strict alignment with company policies, legislative requirements, and governing body standards, ensuring superior customer relationship management (CRM) practices are maintained at all times.

## Key Responsibilities

As a **Customer Service Consultant**, you will:

- Handle a high volume of inbound and outbound communication across multiple channels, including email, fax, telephone, social media, and web chat.
- Provide omni-channel support to resolve queries from both clients and internal Customer Service Clerks.
- Ensure compliance with legislative requirements, including FAIS and FICA, as well as company policies.
- Communicate effectively at all levels, demonstrating professionalism and empathy when dealing with clients.
- Deliver service excellence by managing calls within agreed queuing times and adhering to SLA standards.
- Maintain a 100% knowledge base on products, services, and operational processes.
- Proactively seek innovative solutions to enhance customer satisfaction while maintaining zero complaints.
- Meet performance objectives outlined in the company's **Performance Management System** and uphold call center standards.
- Treat all clients—internal and external—with respect, integrity, and honesty.
- Foster team collaboration by assisting other departments when required.

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## Qualifications and Experience

To be successful in this role, you will need:

- A **Grade 12 certificate or NQF Level 4** qualification, with Mathematics and/or Accounting.
  - A **Diploma in Financial Services, Banking, Call Centre Operations, or Customer Services** (NQF Level 5) will be advantageous.
  - A minimum of **2 years' experience** in a call center or banking environment.
  - Financial services experience (2 years) is an added advantage.
  - Proficiency in Microsoft Office (Word, Excel, PowerPoint).
  - Bilingual capabilities are a plus.
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### **Key Knowledge and Skills**

- Strong understanding of the banking industry and relevant legislation, including FAIS and FICA.
  - Exceptional communication and influencing skills, with fluency in English.
  - Hands-on approach to resolving queries.
  - Analytical thinking, problem-solving capabilities, and excellent numerical skills.
  - High attention to detail and the ability to perform accurately under pressure.
  - Customer-oriented mindset, with a focus on delivering outstanding service.
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### **Attributes and Competencies**

- Integrity and honesty in all client interactions.
- Ability to work independently and as part of a team.
- Exceptional planning, organizing, and decision-making skills.
- Strong verbal and written communication capabilities.
- Energetic and motivated to exceed team objectives.

### **How to Apply?**

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