

# Discovery Service Consultant Internships 2025

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Deadline: Ongoing / Not specified

Location: South Africa

## Discovery Service Consultant Internships

Discovery is currently accepting applications for Service Consultant Internship programme.

**Key Purpose:** We are looking for Service Consultants who are client centric with a passion for customer service and who embrace our core purpose and values through every interaction.

### Areas of responsibility may include but not limited to:

- Dealing with multiple telephonic queries from Investors, Brokers and Franchises
- Dealing with queries through to resolution
- Dealing with queries focusing on client satisfaction and client retention outcomes
- Accurate logging of all interactions
- Achievement of product and soft skills knowledge targets
- Adhere to risk and compliance requirements
- Updating callers on the progress of their requests
- Ensuring that callers receive service in line with Discovery Standards
- Responsible handling of administrative tasks, including keeping accurate, detailed stats of all queries and correspondence
- Accurate record keeping and quality feedback to direct line manager
- Routing queries to the correct departments or teams for adequate resolution
- Responds quickly to the needs of their callers and to the reactions and feedback of callers
- Utilizing all the Discovery systems required for all calls, queries and correspondence

### Competencies Required

- Excellent written and verbal communication
- Speak fluently
- Display empathy
- Good listening skills
- Professional always
- Self-Motivated and pro-active
- Service orientated and client centric
- Focus on customer needs and satisfaction
- Able to work under pressure and manage deadlines

- The ability to deliver results and exceed customer expectations
- Sets high standards for quality integrated with quantity
- Monitors, maintains quality and productivity
- Works in a systematic, methodical and organised manner
- Consistently achieves objective and goals
- Adaptive to change
- Patient and objective
- Accepts new ideas and change initiates
- Adapts interpersonal style to situational circumstances
- Displays an interest in new experiences
- Rapidly learns new tasks and commits information to memory quickly
- Demonstrates an immediate understanding of newly presented information
- The ability to work positively with people in a team environment
- The ability to display respect for the views and contributions of others
- The ability to consult with others and share information and expertise with others
- Express opinions, information and key points of a discussion clearly
- Gathers comprehensive information to support decision making
- Be able to prioritize work, under pressure and manage deadlines

### **Personal Attributes and Skills**

- Drives Results
- Values Driven
- Optimistic
- Learns on the Fly
- Resilient
- Instils Trust
- People Savvy
- Problem Solver
- Resourcefulness
- A Team Player
- Balances work and personal life
- Open to constructive feedback and learns from it
- Maintains a positive outlook
- Focuses productively in a pressurized environment
- Keeps emotions under control during difficult situations

### **Qualifications**

- Matric

### **Technical Knowledge and Experience**

- A Minimum of solid 0 – 1 years
- Basic mathematical skills
- Proficiency in MS Office (MS Word, Excel, PowerPoint).

## How to apply

To apply, [visit Discovery careers portal](#).

**Note:** Incomplete applications will not be accepted.

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