

# Merchant Support Agent vacancy at Capitec Bank

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Deadline; Ongoing / Not specified

Location: Bellville, South Africa

## Merchant Support Agent vacancy at Capitec Bank

Capitec Bank is recruiting and accepting applications for Merchant Support Agent vacancy.

**Purpose Statement:** To provide 24/7 real- and non-real-time support to Capitec Bank Merchants; Employer Salary Transfer Facility (ESTF) clients and Merchant Services Field staff through inbound and outbound telephone calls and other communication channels.

### Experience

#### MINIMUM:

- School leavers are eligible to apply for this role.

#### IDEAL:

- Customer service experience and administration in a Business Services environment
- Technical Support via a call centre
- 1 – 2 years inbound and outbound contact centre

#### Qualifications (Minimum)

- Grade 12 National Certificate / Vocational in Grade 12 National Certificate

#### Qualifications (Ideal or Preferred)

- Certification in Communication

### Knowledge

#### MINIMUM:

- School leavers are required to have subjects related to business management or communication.

## **IDEAL:**

- Call centre processes and procedures
- Customer care and service protocol
- Technical knowledge (systems and software)
- Understanding of business services banking products

## **Skills**

- Communications Skills
- Attention to Detail
- Problem solving skills
- Influencing Skills
- Interpersonal & Relationship management Skills
- Computer Literacy (MS Word, MS Excel, MS Outlook)

## **Conditions of Employment**

- Clear criminal and credit record
- Willing to work regular shifts or weekends or rotational standbys

## **Application**

To apply, [visit Capitec Bank recruitment portal](#).

Capitec is committed to diversity and, where feasible, all appointments will support the achievement of our employment equity goals.

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