



Debt Counselling Call Centre Agent

This is an opportunity to become part of a fast paced, high growth, and professional debt counselling environment. The proposition is an inbound response based debt counselling call centre. We also offer a full range of other financial products such as insurance and savings.

Best suited for individuals who are target driven and passionate about helping people through access to sound financial services. The business strives to make a real difference in our customer's lives.

The company is pioneering new marketing strategies and technologies which are designed to reduce the barriers to your success.

Job description:

As a debt counselling call centre agent your primary responsibility will be to contact customers who have expressed a positive interest in debt counselling services. You will be expected to call customers, who have responded to the company's outbound marketing campaigns from various mediums (e.g. website, SMS, email).

Typical duties you will be responsible for:

- Make outbound customer calls to promote the company's products.
- Update the customer database.
- Gather all required documents from customers to determine their state of over indebtedness and assess their applications for debt counselling.
- Set up and conduct consultations with qualifying customers over the telephone. Verify budgets and debt commitments and agree an interim debt repayment plan. Explain the fees (associated with debt counselling) the customer will be responsible for in detail.
- Explain the debt repayment plan to customers and how the collection process works.
- Deal with customer queries and assist with troubleshooting. Must be able to give an in depth explanation of all aspects of the debt review.

Job requirements:

- Matric or equivalent – minimum
- Applicants must have current debt counselling call centre experience
- Experience on Simplicity debt counselling software would be an advantage
- Experience in sales in the financial services industry is highly advantageous
- Excellent verbal and written communication skills in English are essential
- Written and verbal communication skills in any of the official South African languages will be advantageous
- Ability to work under pressure
- Willing to work extra hours to meet commission targets when needed
- Clear criminal record



Competencies and skills:

- Selling skills
- Customer focus and service orientated to ensure all customers are dealt with in a respectful and helpful manner at all times.
- Strong negotiating skills will be invaluable
- Effective communication skills
- Multi-tasking skills are necessary to ensure various tasks are executed without error
- Problem solving skills
- Must be comfortable working with numbers and budgets
- high levels of attention to detail and accuracy
- high levels of active listening ability with ability to correctly match appropriate solution

Behavioural attributes:

- Self-motivated
- Results driven and achievement orientated
- Personal effectiveness
- Strong work ethic
- Punctual and reliable
- live company values and standards
- ability to work under pressure
- willingness to stay flexible
- adaptable
- self starter
- ability to work alone and in a team
- be innovative in thinking and approach and actively participate in creating alternate ways of working
- emotional maturity

Key performance indicators:

- Sales targets
- Customer targets (acquisition and retention)
- Leads conversion rates
- Customer service feedback and experience measures

Location:

Pinelands, Cape Town.

Work hours:

Working hours are a 40 hour week.



Specific working hours will be negotiated, can be flexible, and may be staggered across 8am to 8pm weekdays and 9am to 1pm Saturdays

Additional hours based on operational requirements from time to time

Remuneration:

Up to R7k basic plus performance based commission for candidates with demonstrable experience.

Working Environment:

The employer is progressive and wants to build a loyal passionate customer focused team. The office environment is modern, air conditioned, well-equipped and has a Chill room. Training and career advancement opportunities will be available to team member