



JOB DESCRIPTION

Customer Services Agent

(Submit CV to careers@dashfibre.co.za with the above job title)

GENERAL INFO

JOB TITLE	Customer Services Agent	DEPARTMENT	Customer Services Division (CSD)
REPORTS TO	CSD Manager	JOB GRADE	Junior to Intermediate
DIRECT REPORTS	0	PAY SCALE	Minimum R7000 per month CTC
JOB PURPOSE	<p>The Customer Services Agent is responsible to provide first line customer engagements.</p> <p>Customer Services Agent Responsibilities</p> <ul style="list-style-type: none"> • Tier 1 technical support for ISP customers, with Tier 2 support for growth when available opportunity presents themselves. • Processing onboarding tasks, router logistics, router configurations and support tickets – as required by the CSD Manager. • Maintaining a positive, empathetic and professional attitude toward customers at all times. • Responding promptly to customer inquiries. • Communicating with customers through various channels, including phone calls. • Acknowledging and resolving and/or escalating customer complaints. • Knowing our products and services inside and out so that you can answer questions. • Keeping records of customer interactions, transactions, comments and complaints via the ticketing system. • Communicating and coordinating with colleagues as necessary. • Providing feedback on the efficiency of the customer service process. • Ensure customer satisfaction and provide professional customer support. • Using business IT systems to ensure consistency and customer success. 		

ESSENTIAL FUNCTIONS (Employee may be required to perform additional duties as required)

KEY RESULTS AREAS	TIME	KEY PERFORMANCE INDICATORS	PERFORMANCE TARGETS (to be determined)
Ticket Management and Workload Execution		Precise allocation, execution and/or escalation of tickets.	
		Accurate and meaningful ticket updates / time capturing / closure.	
		Co-ordinate with appropriate role players (internal and external) to resolve customer support and on-boarding queries.	
Customer Delight		Achieve positive customer service ratings.	
		Timeously engage with customer queries on the ticketing system and on the phones.	
		Communicate sufficiently between customers, the team and manager. Escalate setbacks and raise unknown issues.	
Internal Processes		Comply and follow internal workflows for customer success.	
		Understand and capture customer needs accurately in call logging system to enable resolution of standard and/or escalated service tickets.	

EDUCATION & EXPERIENCE	PERSONAL ATTRIBUTES
<ul style="list-style-type: none"> • Matric / Grade 12. • Excellent written and verbal language capabilities. • > 2 years technical customer support experience. • Experience with using computers. • Experience working with customer directly. • Customer service training/certification beneficial. <p>Technology:</p> <ul style="list-style-type: none"> • Intermediate computer skills. • Basic knowledge and understanding of the Internet. • Intermediate proficiency in using email. • Intermediate understanding of technology. • Intermediate experience using telephony and live chat. 	<ul style="list-style-type: none"> • Hard working and accountable. • Not afraid to engage with customers on the phones as required. • Passionate, responsible and dedicated in their approach towards growing in the IT/ICT industry. • Team player with good interpersonal skills. • Energetic, motivated and innovative. • Ability to stay calm when customers are stressed or upset. • Customer focused – on the customer’s side. • Act ethically with openness, honesty and integrity. • Very punctual and reliable. • Strong, proactive communicator, including good telephonic manner. • Good time management skills. • Hungry for growth and exposure to new things. • Affinity for networking and would like to get into ISP technology.

WORKING ENVIRONMENT

1. This role is home-based. No travel required. This may change as the business expands and office-based staff is required.
2. This role is internet-based. Must have own reliable internet connection of a minimum 10mbps down and 10mbps up.
3. This role requires you have a fast working computer to install and use productivity tools.
4. This role requires you have a decent webcam and a quality headset with microphone for daily meetings and inbound/outbound phone calls with customers.
5. This role may have shifting work hours on roster rotations. 8am to 5pm or 9am to 6pm.
6. This role may include tier 1 standby after hours/on weekends when workload demands it.
7. This role may include sending out of outage comms after hours.

HR

Creation date	23 rd January 2020	Version	2
Date last reviewed	16 th March 2021	Created by	Mitchell Cameron

Soft Skills

B = basic; I = intermediate; A = advance; E = expert

Analytical Skills	Assertiveness	Communication	Conflict resolution	Customer affinity	Decision making	Delegation	Detailed Oriented	Documentation
I	B	I	B	A	I	-	B	B
Positivity	Presentation	Professional conduct	Report Writing	Results focused	Self-Awareness	Team work	Time management	Negotiation Skills

	I	B	I	-	B	I	A	I	B	
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Employee Signature:	
Managers Signature:	
HR Directors Signature:	