

WE'RE HIRING

Call Centre Operator

Position available within Verso Benefits Administrator (Pty) Ltd

If you are looking for an opportunity, in a Group of Companies, which always acts with integrity, are passionate about client service excellence, and are professional and caring in its dealings with all its stakeholders, then Verso should be your first choice.

GENERAL JOB INFORMATION:

As an operator, you will be responsible for answering incoming calls from clients, providing assistance, and resolving queries in a professional and timely manner. The successful applicant would need to be professional, proactive, dedicated, and meticulous.

QUALIFICATIONS AND EXPERIENCE:

A minimum qualification, matric certificate or equivalent; and
Fluency in Afrikaans and English.

JOB TYPE:

- Permanent; full time; on-site.
- The incumbent will report at our Bellville office.
- Office hours: 7.5 hours per day. Monday to Friday, between the hours of 08h00 – 16h00.

REMUNERATION & BENEFITS OFFERED:

Negotiable - based on qualification & years of experience.

Compulsory membership of:

- Verso Umbrella Retirement Provident Fund.
- Employer's risk benefit schemes.
- Discovery Health medical scheme (unless a member of spouse's medical aid).

SKILLS REQUIRED:

- Excellent communication and interpersonal skills.
- Ability to handle a high volume of calls and multitask effectively.
- Good problem-solving skills and ability to think on your feet.
- Strong customer service orientation.
- Computer literacy and ability to navigate different systems.

KEY DUTIES & RESPONSIBILITIES:

- Answer incoming calls from customers and respond to their queries in a professional and courteous manner.
- Provide accurate information about our products and services to customers.
- Identify and escalate priority issues to the appropriate channels for resolution.
- Ensure all customer interactions are logged and documented accurately.
- Meet individual and team performance targets and key performance indicators. Including Service Level Agreement timelines.
- Continuously update product and service knowledge to stay current with industry trends.

TO APPLY:

Those that meet the above-mentioned requirements, and/or have other proven relevant skills or qualifications, should submit a detailed CV for the attention of Ms. K Smit to e-mail careers09@verso.co.za by no later than 18 February 2025.

In submitting your information to Verso, you hereby allow us to collect your personal information and process it for the purpose of recruiting for this position.

Should you not receive a response from us by 28 February 2025, accept that your application was unsuccessful.

You may also visit us online at:

- Website: <https://verso.co.za/>
- LinkedIn profile: <https://www.linkedin.com/company/verso-financial-service/>

* Please note that the Verso Group may add, delete or expire jobs at any time.

ABOUT US

The Verso Group of Companies, established in 2000, has a national footprint and is comprised of private companies functioning within the financial services sector. The Verso Group, which has experienced exceptional growth since inception, is an established and trusted brand in the industry. The Group includes the following entities and is expanding rapidly:



VERSO BENEFITS ADMINISTRATOR (PTY) LTD

Retirement fund administration, employee benefits consulting and group risk products.



VERSO HEALTH (PTY) LTD

Brokers of medical aid, gap cover, employee wellness and health insurance products.



VERSO WEALTH (PTY) LTD

Holistic wealth planning inclusive of financial management; retirement planning; personal risk management; estate planning; investment planning; risk cover – disability, death & dread disease.



VERSO TRUSTEE SERVICES (PTY) LTD

S37C death benefit investigations, retirement fund secretariat, legal and technical services to retirement funds, pension funds adjudicator complaints management, communication services for retirement funds and fiduciary services.



VERSO EMPLOYEE BENEFITS CONSULTING (PTY) LTD

A comprehensive employee benefits consulting service encompassing all aspects of prudent retirement fund management and best practice principles.
