



Internal / External Advertisement

Magalies Water has a vacancy of three months fixed contract in Brits Lab
Call Center Operator (P14)

A successful candidate will be based in Brits Laboratory and will be reporting to
Customer Services Specialist

The key responsibility include:

- Taking incoming calls from customers
- Liaising with bulk water operations for connections, operations and maintenance enquiries
- Placing orders on to the internal system
- Answer inquiries by clarifying desired information; researching, locating and providing information
- Resolves problems by clarifying issues, researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems
- Fulfills requests by clarifying desired information; completing transactions; forwarding request
- Maintains call centre database by entering information
- Keeps equipment operational by following established procedures; reporting malfunctions
- Update job knowledge by participating in educational opportunities and;
- all related administration customer service duties.

In order to be considered for appointment candidates must have a Grade 12 and Call Centre certificate will be advantageous. Computer literacy and ability to communicate both verbal and written at all levels.

Closing date: 1 December 2021

Interested candidates are invited to send their detailed CV's, inclusive of certified copies of qualifications, to recruitment@magalieswater.co.za or hand delivery at Head Office.