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## Department of Employment and Labour: Call Centre Agents 2024 Apply Now

### Description

The Department of Employment and Labour is seeking dedicated and customer-focused individuals to join our team as Call Centre Agents. As a Call Centre Agent, you will be the first point of contact for individuals seeking information, assistance, or guidance regarding employment and labour-related inquiries. This role requires excellent communication skills, empathy, and a commitment to providing high-quality service to our clients.

### Responsibilities

- Respond to incoming calls from clients, providing accurate information and assistance regarding employment and labour-related matters.
- Handle inquiries regarding unemployment benefits, workplace regulations, labour laws, and other relevant topics in a professional and timely manner.
- Utilize resources and knowledge bases to provide comprehensive support and guidance to callers.
- Assist clients with navigating online portals and resources for accessing relevant services and information.
- Document all interactions and maintain accurate records of inquiries, resolutions, and follow-up actions.
- Collaborate with other team members and departments to escalate complex issues or unresolved inquiries.
- Continuously update knowledge of employment and labour laws, policies, and procedures to ensure accurate and up-to-date assistance to clients.
- Uphold the department's standards of customer service excellence and professionalism in all interactions.

### Qualifications

- High school diploma or equivalent; additional education or training in customer service or related fields is a plus.
- Proven experience in a customer service or call centre role, preferably in a government or public service setting.
- Excellent verbal and written communication skills, with the ability to convey complex information clearly and effectively.
- Strong interpersonal skills and the ability to interact professionally and empathetically with clients from diverse backgrounds.
- Proficiency in using computer systems, including databases, email, and Microsoft Office applications.
- Ability to work efficiently in a fast-paced environment, multitask, and prioritize workload effectively.
- Demonstrated commitment to providing exceptional customer service and resolving inquiries to client satisfaction.
- Knowledge of employment and labour laws, regulations, and government programs is an asset.

### Hiring organization

Department of Employment and Labour

### Employment Type

Intern

### Duration of employment

3 Months

### Industry

Government Administration

### Job Location

Pretoria, Gauteng, South Africa, 0002, Pretoria, Gauteng, South Africa

### Working Hours

09

### Date posted

May 10, 2024

### Valid through

27.02.2028

## Job Benefits

- **Comprehensive Training:** Receive thorough training to ensure you are equipped with the knowledge and skills necessary to excel in your role as a Call Centre Agent.
- **Competitive Salary:** Enjoy a competitive salary package commensurate with your skills, experience, and qualifications.
- **Health and Wellness Benefits:** Access to health and wellness benefits, including medical, dental, and vision coverage, to support your well-being and that of your family.
- **Retirement Savings Plan:** Participate in a retirement savings plan to secure your financial future and enjoy peace of mind during your retirement years.
- **Career Development Opportunities:** Benefit from ongoing opportunities for professional growth and development, including training programs, workshops, and career advancement pathways within the Department of Employment and Labour.

## Contacts

- Visit our official website to review the job posting and learn more about the role and responsibilities.
- Ensure you meet the qualifications and requirements outlined in the job description.
- Prepare your resume/CV, ensuring it highlights your relevant skills, experience, and qualifications.
- Write a cover letter expressing your interest in the position and explaining why you are a suitable candidate for the role.
- Submit your application online through our secure portal. Be sure to attach your resume/CV and cover letter in the designated fields.
- Double-check all information provided for accuracy and completeness before submitting your application.
- Keep an eye on your email for any communication from our recruitment team regarding the status of your application.
- If selected for further consideration, you may be invited to participate in interviews or assessments to evaluate your suitability for the role.
- Be prepared to provide references or additional documentation upon request.
- Stay informed about the progress of your application by regularly checking your email and our official website for updates.