



**Role Description: Customer Services Consultant**  
**Reports to: Customer Services Manager**

The role will be based in Cape Town, RSA.

**Objective of the position:** The purpose of the Customer Services Department is to respond to the needs of customers in a polite, efficient and informative manner at all times.

As the frontline of the company, the Customer Services Consultant is often the first impression a client will have and as such they must endeavour to be a good representative and ensure that customer satisfaction is consistently delivered.

### Job description

#### Frontline

- Attend to incoming enquiries, by phone and email
- Call handling duties: logging, assigning and tracking enquiries
- Answering incoming office calls from around the world, transferring and conferencing.

#### Ongoing

- Monitoring of world news services for breaking news
- Assist in research, for corporate profiles, analyst/security reports and for evacuations
- Assist with daily web updates - scrolling news
- Identifying and issuing security alerts via sms and email
- Provide product advice and information on both personal memberships and corporate services
- Managing client subscriptions to various in house on-line publications
- Assist with crisis management and responses
- 24/7 365 environment
- Shifts - including weekends and public holidays

### Person specification

- Excellent written communication skills – is able to deliver the appropriate advice and information in written format
- Excellent verbal communication skills – has the ability to convey information verbally to fellow team members and clients. Ability to speak clearly, confidently and understandably in order to discuss issues for clarification and explanation; ability to answer queries in a concise manner.
- Good attention to detail
- Must be able to multi-task and be proficient in own time management
- Ability to work alone, good evidence of self-motivation
- Must be amicable and professional
- Maintain personal effectiveness and consistency of performance when working under personal and/or work related pressure/stress
- Able to handle calls from distressed or irate clients and ability to tolerate rejection and continue to achieve objectives despite setbacks
- Display willingness to participate in team activities
- Demonstrate the ability to contribute and identify team activities
- Show the ability to initiate and recommend team activities
- Must have basic computer literacy

