

Job Role: Online Customer Service Hosts

Basic Salary: Between R11, 500 and R13, 500 CTC, plus a 10% shift allowance

Location: ZA, Western Cape, Cape Town

Contract Type: Permanent

Opportunity Knocking - To all graduates looking for a new and exciting challenge; our client based in the Northern Suburbs is seeking dynamic and creative online customer service hosts to be part of a fast-paced environment.

Requirements:

- Completed degree/ 2 year Diploma
- Reliable transport and willing to work shifts
- Experience of using Microsoft word, excel and proficient in using social media.
- Strong customer skills, ability to create rapport with customers, via telephone, chat and email.
- Excellent written and verbal communication skills in English.

Duties will include, but not limited to:

- Processing and taking ownership of all incoming and outgoing contacts in a multimedia environment.
- Resolving player queries and problems over all mediums: Calls; Emails and Web-chats, etc.
- Driving various behaviours to improve business metrics.
- Manage the chat room as outlined in guidelines to handling known scenarios.
- Welcoming players into the chat room and encouraging players' to participate in chats.

The client offers benefits for all Customer Service Host's working within a shift environment, as below:

- Free Meal** from our Onsite Canteen
- Free Beverages** from vending machines
- 1 Massage per Host a month** from our onsite Masseuse
- Free parking** within Century City with use of shuttle service from parking areas
- Free access to our Onsite Gym and Personal Training** assistance which you can subscribe to
- Onsite Coffee Shop** where you can order your Luxury Caffeine beverages from for R5 a cup and all proceeds are donated to a charity of choice which are nominated by DOS staff

Rotations of Shifts are on an 8 day cycle – (5 Days on-shift 3 Days off-shift):

Morning:	06h00	-	14h00
Afternoon:	14h00	-	22h00
Evening:	22h00	-	06h00

The company does not provide transport services and therefore you would need your own vehicle as working shifts is a core requirement for this role.

Please note due to high volume of CV's received, only shortlisted applicants will be contacted. Should you not receive communication from our offices within two week of submission, please note that your application will not be considered for this position. We will keep you CV on file and re-establish contact with you, should opportunities in line with your expertise become available again. To view more of Surgo's latest vacancies, please log onto www.surgo.co.za

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