

INTERNAL VACANCY

REF. NO : **CALL CENTRE TEAM LEADER**
DIVISION : **BANKING**
POSITION : **CALL CENTRE TEAM LEADER**
CLOSING DATE : **06 MAY 2025**

An Internal Vacancy exists for a **Call Centre Team Leader** in the **Banking Division** based in **Melrose**.

The suitable candidate's main responsibilities and duties include, but are not limited to the following:

- ✚ Developing key client relationship and maintaining current relationships, with Melrose Arch Tenants
- ✚ Logging of all Maintenance Related Issues
- ✚ Logging of all Security Related Issues
- ✚ Controlling Service Contractors
- ✚ Assisting Patrons/Visitors/Tenants/Contractors/Delivery Personnel with inquiries
- ✚ Recording of CCIMS Building Inspections
- ✚ Tenant Courtesy Calls
- ✚ Recording of Retail Opening and Closing Times
- ✚ Emergency Assistance
- ✚ Ensure processes and systems are in place to maintain and improve customer service delivery;
- ✚ Ensure that the company complies with relevant legislation and other similar requirements;
- ✚ Administration reporting and logistics:
- ✚ Achieve target from time to time identified measures;
- ✚ Preferred qualifications/attributes/skills:
- ✚ Monthly and weekly reports
- ✚ Investigation Reports and Crime Register

Preferred Qualifications/Attributes/Skills:

- ✚ Grade 12 (Matric) qualification or relevant qualifications;
- ✚ Relevant experience in a similar position;
- ✚ Good interpersonal skills and strong administration skills;
- ✚ A good working knowledge of MS Office (Word, Excel and outlook);
- ✚ Must be able to work under pressure, meet deadlines and adapt to regular change;
- ✚ Clean disciplinary, criminal and credit record;
- ✚ Driver's licence and own reliable transport;
- ✚ A vision and understanding of auditable filling for ISO Audits;

Interested candidates to E-mail CV and Internal Application form to internalcv@proteacoin.co.za
Employment consideration will be in accordance with the Employment Equity Act requirements. Should you do not hear from us within 14 days after closing date, your application should be considered unsuccessful

CEO: C Diavastos
MM Selepe A Myatt HBN Yiga NR Msimangi TC Nyembe