



CAREER DEVELOPMENT OPPORTUNITY INTERNAL ADVERTISEMENT

CALL CENTRE AGENT

Peermont prides itself on offering our guests exceptional customer service and value for money. We always strive to employ and develop individuals that share our values of Respect and Humility, Integrity, Collaboration, Accountability, Innovation and Agility.

As part of this, we endeavour to provide opportunities to our employees to develop their careers within the Peermont Group and are therefore proud to offer another career development opportunity for the position mentioned above.

Purpose of the Job

To provide customer service support by ensuring that client queries are resolved efficiently.

Main Responsibilities

- Responsible for acting as a liaison between customers and the company
- Assisting with complaints, errors, account queries, billing, cancelations, and other queries
- Escalate matters that are not able to be resolved or are identified as priority issues
- Signing up new customers and activation of accounts
- Communicating with customers and verifying account information
- Accurate capturing of customer data
- Quickly and professionally ascertain the customers problem or reason for calling
- FICA verification
- Assisting customers with the placement of bets, refunds, or cancellations
- Provide advice to customers on company information and services
- Accurate capturing of payment information and other pertinent information such as addresses and phone numbers
- Logging of errors or problems on the website
- Manage live chat, WhatsApp line and emails with customers in a professional and polite manner
- Informing customers of deals and promotions
- Close out or open call records
- Compile reports on customer satisfaction
- Handle changes in policies or renewals
- Manage customer deposits and customer pay out requests;
- Liaise with the software provider technical support team where necessary

- Make Hotel and Restaurant reservations on the various system
- Confirmation of reservations and filing
- Follow up on tentative bookings, overdue deposits and allocate payments to reservations
- Print and follow-up on the tentative reservations daily
- Provide good service to guests to ensure that guest complaints are kept to a minimum
- Managing and answering large amounts of incoming calls
- Responding to inquiries and inserting details on the system software provided
- Log maintenance and housekeeping requests
- Manage winner circle enquiries by utilizing the gaming system
- Manage social media direct messaging

Qualifications & Experience

- Matric / Grade 12
- 1-2 years' experience in a call centre
- Experience with Opera, Sabre, Dine Plan will be an advantage
- Experience in reservations will be an advantage

Additional information

- Excellent communication skills;
- The incumbent must be fluent in English.
- Must be computer literate;
- Strong customer service orientation;
- High level of integrity and confidentiality;
- Previous knowledge of online betting would be an advantage;
- Shift work and weekends is an operational requirement
- Knowledge and interest in various sporting disciplines.

CLOSING DATE: 23 MARCH 2023

Advertisement Reference Number : PAL2023

To apply send your CV to Recruitment@palacebet.co.za