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First National Bank (FNB) Internship 2024/2025 For Call Centre Agents

Description

The position of Call Centre Agent at First National Bank (FNB) involves engaging with customers through voice calls, queries, and secure chat. The role requires adaptability across various communication channels and being part of a dynamic team that values diverse talents and creativity.

FNB's Call Centre aims to deliver exceptional customer service by equipping agents with the necessary skills to handle various client interactions. The program fosters a culture of curiosity and continuous learning, ensuring agents are well-versed in the bank's offerings and customer service protocols.

Responsibilities

The responsibilities of a Call Centre Agent include:

- Managing complex queries requiring investigation when First Call Resolution (FCR) is unachievable.
- Setting and managing client expectations regarding resolution timelines.
- Ensuring timely response to queries and maintaining a high service level by adhering to scheduled availability.
- Achieving a 9+ On-Site Technical Yield (OSTY) rating for service delivery.
- Staying informed about the eBucks reward program and FNB's product offerings.
- Handling query management, including vetting, assigning, and managing out-of-office in-trays.
- Escalating unresolved work items and sharing best practices for complaints management.

Qualifications

The minimum qualification required is a Grade 12/Matric certificate. Applicants should also possess substantial customer service experience.

Job Benefits

This role offers the opportunity to work within a collaborative and innovative environment. Agents gain valuable experience in customer service and are encouraged to develop mastery in their roles, supported by FNB's commitment to professional growth and development.

How To Apply?

Interested candidates should demonstrate a strong drive for learning and a commitment to excellence in customer service. Applications can be submitted through the designated FNB recruitment channels.

Hiring organization

First National Bank (FNB)

Employment Type

Intern

Duration of employment

12 months

Industry

Banking Internships

Job Location

Johannesburg, Gauteng, South Africa, 2001, Johannesburg, Gauteng, South Africa

Working Hours

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Date posted

December 1, 2024

Valid through

31.12.2026