

Title	Customer Experience Liaison
Department	Digicall Assessing Solutions

At Digicall Group, we challenge ourselves to make it possible for everyone in our world to prosper, thrive and grow. Guided by our values of **Bright, Agile** and **True**, we take pride in who we are, we're inspired by why we're here, and we believe in what we do. We also enjoy a work environment that motivates, connects, guides, supports, protects, honours and stretches us all to dream big, to be excellent, and to contribute uniquely to our shared success.

Role summary	<p>Accountable for customer service complaints, inquires and understands his/her role as a brand ambassador and provides positive brand experiences to customers. This position serves as a liaison between established customers and department supervisors. The Customer Experience Liaison will receive and investigate customer quality complaints to determine the cause and possible means of correction while working with various department supervisors. You will also be responsible for compiling, maintaining and updating all systems and complaints or compliment registers. The Client Experience Liaison will be required to make outbound customer care to either investigate or resolve complaints.</p> <p>If you're ready to belong to an "open mindset" work culture that promotes continuous learning and improvement, prioritises service excellence, values individuals, and celebrates the people who light up our world, apply now and show us how you'll shine!</p>
Qualifications, Experience and responsibilities	<p>QUALIFICATIONS</p> <ul style="list-style-type: none"> • Minimum Grade 12 or equivalent NQF level 4 • Quality Management qualification or any relevant tertiary qualification would be advantageous.

EXPERIENCE

- Minimum 3 years in the insurance industry with atleast 2 years' experience in Customer Service/ complaints management role or environment.

RESPONSIBILITIES

OPERATIONAL

- Provide the highest customer service to meet and exceed customer satisfaction, within the contractual SLA.
- Make sure all customer complaints are addressed and handled professionally, leaving the customer with a positive resolution.
- Analyze problems and make recommendations as to root causes and irreversible corrective actions.
- Relay customer quality improvement suggestions for the company products and services
- Support new product development and continuous improvement by integrating customer feedback and quality control into processes.
- Promote and advocate quality achievement and performance improvement across the organization.
- Maintain client feedback requests and documentation.
- Troubleshoot issues within the customer service process.
- Co-ordinate, assign and manage complaints within the Customer Care
- Team when designed as a Team Successor.
- Compile and manage complaints registers.
- Acts as a liaison between the call centre and multiple departments within the organization to ensure customer satisfaction is met.
- Engage other departments as needed to resolve issues and complaints.
- Main records tracking complaints and escalations.
- Report to the Call Centre Operational Team and other Key Divisions QA and Customer Satisfaction metrics.
- Maintains and provides monthly reports on customer satisfaction to both internal and external clients- including customer surveys and feedback.

	<ul style="list-style-type: none"> • Other duties as assigned by the Head of Department or other company Executives. • Share successes and foster an atmosphere of success and achievement
Benefits	<p>Digicall offers a range of core and value-added benefits to equip and empower you to live your best life.</p> <p>You will benefit from support and assistance that offers you choices and gives you peace of mind, including medical cover, provident fund, funeral cover, long service awards, and learnerships and bursaries.</p> <p>Through our employee wellness and recognition programmes, we foster a workplace where every individual is supported, celebrated, and empowered to shine.</p>

APPLICATION DETAILS:

Should you meet the requirements of this position, please complete the application via the link, no later than close of business **on 22 May 2026**.

LINK:

<https://www.digicallgroup.co.za/jobs/customer-experience-liaison/>

NOTE:

- It is company policy to attempt to fill vacancies from within the group before considering suitably qualified external applicants.
- Please ensure your line manager is informed of your application. Where applicable, line managers will also be formally notified as part of the process.
- Short-listed candidates will go through an evaluation process.
- Should you not receive feedback within two weeks of the closing date, please consider your application unsuccessful and look out for future opportunities at Digicall.

**Kind regards,
The HR team**