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| Title | Customer Service Team Leader |
| Department | Digicall South Africa- OEM |

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.

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| Role summary | <p>The Team Leader is required to oversee the call centre and manage the day-to-day operations while taking responsibility for the ongoing support of the operations to ensure sustained and profitable growth throughout the contractual lifecycle.</p> <p>The Team Leader will be responsible for managing a team of agents' delivery on targets and identifying areas of improvement within the daily operations to improve efficiencies. It will also be expected that the incumbent coordinates all the Call Centre strategies and operations, improving systems and processes. They will be held accountable for all the Call Centre service level criteria and to ensure effective operations. In addition, they must ensure ongoing optimization of staff performance, workflows, workforce planning, and employee engagement.</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 • Preferred: Customer Service or Call Centre Qualification • Advantageous: B Degree |

EXPERIENCE

- **Minimum:** 5 years in customer care with a minimum of 2 years' experience in a supervisor role.

RESPONSIBILITIES

- Open all applications necessary and report all the system errors, defects, and problems to the Supervisor prior to the shift start time.
- Ensure to always meet all deadlines set.
- Ensure that the Quality Management recommendations are implemented.
- Maintain 80% service level agreement and maximum 5% abandoned rate on all Inbound telephone lines.
- Ensure that sufficient staff are on duty and arrange for additional staff, as and when required.
- Test all phones and systems to ensure it works properly before and after shifts.
- Escalate any problems to Management or the IT department to resolve.
- Attending meetings when and where necessary.
- Continuously monitor that the appropriate assistance is being rendered timeously.
- Supervise all staff by monitoring agent movement, activity, and productivity on a real-time basis.
- Monitor staff productivity continuously and ensure that there is enough staff on the floor to deal with all the call volumes and manage staff breaks around the daily requirements of the call centre.
- Provide support to agents, product information, and problem-solving support when required.
- Ongoing performance evaluation of staff and monthly performance discussions with all staff to ensure that staff performs at the minimum required level as set out by the Supervisor.
- Solving staff and client queries.
- Summarize all complaints and send them to the Complaints Agent to provide formal feedback to the client.
- Provide feedback to all clients who experienced issues on that day before the close of business and if a query has not been resolved to ensure that it is handed to the shift swap Team Leader / Supervisor and that the client is made aware that the matter is still being addressed.
- Submit the daily call centre performance report.
- Validate the client's record.

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| | <ul style="list-style-type: none"> • Log all the relevant details accurately and complete all relevant CRM fields based on the client’s request and information. • Ensure continuity of service delivery by answering all incoming and internally transferred calls timeously and professionally. • Effective and professional call attendance within required call duration service level criteria. • Analyze the nature of assistance requested or further action required. • Explain the benefits and limits applicable. • Summarize and collate case-related communications in the case register. • Immediately act upon any omissions or service failures identified during the case management. • Escalate unresolved complaints to the Supervisor or Manager without delay. • Manage client expectations by communicating the workflow effectively. • Create an environment that fosters teamwork and cooperation amongst team members. |
| 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 the 15 May 2026**.

Application process:

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| <p>Email application: careers@digicallgroup.co.za</p> |
| <hr style="border: 1px solid red;"/> <p>SUBJECT LINE: Application Role Name & Surname</p> |

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.