

Client Service Consultant - Investment
Perm, Salary CTC up to 235+p/a, CBD, normal working hours – Mon - Fri, must be flexible. Normal company benefits apply.

A Corporate Financial Services Company is seeking to employ a Client Service Consultant to telephonically service internal/external clients/brokers with regard to new business, switches, redemptions, deceased estates, transfers and queries for all Domestic Unit Trusts, Offshore Mutual Funds, Individual Retirement Products & Endowment products

The responsibilities will include, but not be limited in anyway to:-

Ensuring an excellent quality of service is given to clients at all times
Online accounts verification and activation
Build and establish relationships at all levels with internal departments, so as to ensure that timeous resolutions are found to any problems that might arise
To provide support to the correspondence and walk-in-centre teams as and when required
Completing administrative and repetitive tasks in keeping accurate, detailed stats of all queries and correspondence
Identifying and proposing solutions to process and service related failures
To supply marketing material via various Media forms to all interested parties
Database updates and information maintenance

QUALIFICATIONS AND EXPERIENCE which are Non Neg.

Relevant business degree or studying towards NOT NEG
Matric/Grade 12
6 months contact centre experience/client services experience
Excellent verbal and written communication skills (good voice and good diction)
Be multilingual
ITC/CRIM Clear
Computer Literate

The importance of this role is that the candidate should possess all of the following skills.

Self Control, Initiative, Analytical Thinking, Professionalism, Administration Skills
Friendly and diplomatic nature with a passion for people
Maturity to speak confidently with intermediaries and clients
Have an aptitude to learn different products
Posses the highest standards of personal integrity and the ability to maintain confidentiality
Cope with shifting priorities
Ensure conformity with processes and rules
Organised and self-disciplined
Enjoys working in a team environment.
Numeric and Verbal Ability
Quality Focus (Attention to detail and Accuracy)
Adaptability, Stress tolerance
Ability to deal with complexity of different types of calls and clients
Ability to prioritise and function positively under pressure
Accept accountability and take responsibility for tasks done
Ability to relate to others

Email CV to careers@wenzrecruitment.co.za