



<https://www.jobzfrica.com/job/tracker-call-centre-learnerships/>

## Tracker: Call Centre Learnerships 2024

### Description

Tracker Connect is a leading provider of vehicle tracking and recovery solutions, committed to providing innovative and reliable services to our customers. With a focus on technology and customer satisfaction, we aim to enhance vehicle security and safety across the country.

Tracker Connect is offering an exciting opportunity for individuals interested in kickstarting their career in the customer service industry. We are looking for enthusiastic and dedicated individuals to join our Call Centre Learnership program. As a Call Centre Learner, you will undergo comprehensive training to develop essential skills in customer service, communication, problem-solving, and teamwork while gaining valuable experience in the dynamic field of vehicle tracking services.

### Responsibilities

- Handle inbound and outbound calls professionally and efficiently.
- Assist customers with inquiries, troubleshooting, and providing relevant information about Tracker's products and services.
- Ensure high levels of customer satisfaction by resolving issues and addressing concerns in a timely manner.
- Accurately capture and record customer information and interactions in the company database.
- Collaborate with team members and other departments to achieve performance goals and targets.
- Participate actively in training sessions and workshops to enhance product knowledge and customer service skills.
- Adhere to company policies, procedures, and quality standards at all times.
- Maintain a positive attitude and professional demeanor in all interactions with customers and colleagues.

### Qualifications

- Minimum Matric (Grade 12) qualification.
- Excellent verbal and written communication skills in English.
- Strong interpersonal skills and the ability to build rapport with customers.
- Basic computer literacy and proficiency in Microsoft Office applications.
- Ability to work effectively in a fast-paced environment and handle multiple tasks simultaneously.
- Willingness to learn and develop new skills.
- Previous customer service experience will be advantageous but not required.

### Job Benefits

- Comprehensive training and development opportunities.
- Hands-on experience in a dynamic and supportive work environment.
- Competitive stipend for the duration of the learnership.
- Opportunity for career advancement and permanent employment based on

### Hiring organization

Tracker Connect

### Employment Type

Intern

### Duration of employment

3 Months

### Industry

IT Services and IT Consulting

### Job Location

Johannesburg, Gauteng, South Africa, 2000, Johannesburg, Gauteng, South Africa

### Working Hours

09

### Date posted

November 28, 2024

### Valid through

11.05.2028

performance and business needs.

- Access to employee benefits and incentives.

### **Contacts**

If you are passionate about delivering exceptional customer service and eager to kickstart your career with Tracker Connect, please submit your updated resume and a brief cover letter outlining your motivation for applying for the Call Centre Learnership program. We look forward to welcoming you to our team and supporting your professional growth and development.