

We're hiring a Customer Experience Agent!

SnapScan is currently looking for awesome people to join our team. For more information on the company, have a look at <https://www.offerzen.com/companies/snapscan>

You'll be working with the rest of our small but dynamic customer experience and operations teams, answering phone calls and email queries from our fast-growing merchant and user network. Some experience (1-2 years) in the field is preferred, but not required if you have the right mindset and you're eager to learn.

This is a great opportunity for recent graduates looking to join a dynamic Cape Town-based small company, but you'll need to be ready and able to serve as product cheerleader and problem solver to our customer base. We take quick, efficient and friendly service very seriously, and expect you to do the same.

We've outlined what the position entails and what we're looking for below, but bear in mind that this is a very fluid and dynamic environment with a constantly changing set of challenges and opportunities.

If you are interested, please complete your application [here](#) and we'll be in touch!

Who you are

This role requires a unique set of skills and attributes. All people are different, but we believe that if the following describes you, you will be well suited for this position:

- You are a friendly person with a positive attitude who enjoys helping others.
- You are self-motivated and don't need to be directly managed.
- You enjoy solving problems
- You are well organised and detail-oriented.
- You are a proactive critical thinker
- You can multitask without compromising the quality of your work
- You have good verbal and written communication skills and a friendly telephone manner.
- You are technically inclined and comfortable learning new systems
- Tertiary qualification preferred.
- Experience in an operations, customer service or similar role preferred.

What you will do

- Answer customer queries via several incoming channels, including phone calls, email and social media platforms.
- Develop and implement standard procedures for query handling in conjunction with the rest of the customer experience team to ensure consistent, quality service - including creation of documentation, canned responses, etc.
- Assist in identifying recurring queries that require alternative solutions (e.g. improved messaging/ user education on the SnapScan website, setting up and proactively monitoring certain error notifications etc.)
- You'll need to demonstrate a broad understanding of both the merchant- and user-facing offering - we'd like all team members to be product specialists, resolving queries independently as far as possible.
- Perform technical investigations and troubleshooting in order to resolve customer queries
- Assist with customer ecommerce integration setups, education, and support.
- Liaise with the rest of the customer experience and operations teams and assist in performing team duties where required, including identifying possible fraudulent activity on the network, screening new merchant accounts and other sales administration.
- This is a full-time position (Monday-Friday, 8:30-17:30), but after-hours support on weekday evenings and weekends will also be required, in a rotation schedule with other ops and customer experience team members.