



<https://www.internwired.online/job/old-mutual-data-capturers-entry-level-jobs/>

Old Mutual: Data Capturers – Entry level Jobs 2024-25

Description

Old Mutual, a leading financial services provider, is seeking enthusiastic and dedicated individuals to join our team as Data Capturers. This entry-level role is designed to support our branch operations during the Two-pot retirement fund withdrawal window period. The successful candidates will play a crucial role in enhancing our customer service experience by assisting clients with their digital interactions and ensuring smooth transactions.

Responsibilities

1. **Customer Service Support:**
 - Provide exceptional customer service to clients in Old Mutual branches.
 - Assist customers in navigating our digital customer service platform specifically tailored for the Two-pot retirement fund withdrawal process.
 - Offer guidance and support on using digital devices to complete transactions effectively.
2. **Queue Management:**
 - Help manage customer queues to streamline service delivery and alleviate pressure on branch staff.
 - Monitor and manage foot traffic within the branch to ensure a smooth flow of customers.
3. **Digital Assistance:**
 - Assist customers with accessing and utilizing digital devices for their Two-pot retirement fund transactions.
 - Provide clear instructions and support for reading information related to their transactions.
 - Guide customers through self-service options and the submission process on their devices.
4. **Information Provision:**
 - Supply customers with essential information regarding their retirement fund transactions.
 - Offer detailed explanations and answer queries related to the call center details and transaction processes.
5. **Technical Support:**
 - Troubleshoot and resolve minor technical issues that customers may encounter while using digital platforms.
 - Ensure that all digital interactions are recorded accurately and efficiently.

Qualifications

- **Education:** Grade 12 / National Senior Certificate or Equivalent NQF 4.
- **Experience:** No prior experience is required; however, experience in a

Hiring organization

Old Mutual

Employment Type

Intern

Duration of employment

3 Months

Industry

Financial Services

Job Location

Sandton, Gauteng, South Africa,
2146, Sandton, Gauteng, South Africa

Working Hours

09

Date posted

October 9, 2024

Valid through

19.07.2028

customer service or digital support role is an advantage.

Skills

- **Customer Centricity:** Demonstrated commitment to delivering outstanding customer service and ensuring client satisfaction.
- **Tech Savvy:** Proficient in using digital platforms and devices; comfortable navigating and troubleshooting technological tools.
- **Effective Communication Skills:** Strong verbal and written communication abilities to interact with customers clearly and professionally.
- **Multi-Lingual:** Ability to communicate in multiple languages is highly desirable to cater to a diverse customer base.

Job Benefits

- **Career Growth:** Opportunity to gain valuable experience in a leading financial services company and grow your career.
- **Dynamic Environment:** Work in a supportive and dynamic team environment with a focus on innovation and customer satisfaction.

Contacts

To apply for the Data Capturer position, please submit your resume and a cover letter detailing your interest and suitability for the role.

Join Old Mutual and be a part of a team dedicated to providing exceptional service and making a positive impact on our clients' lives. We look forward to receiving your application!

Old Mutual is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.