



The DB Fusion Graduate Programme provides an opportunity to enjoy exposure to the corporate world in a unique way. Rather than being a junior clerk in a large corporate entity where nobody knows your name until you make a mistake, our working environment allows interaction with a number of large corporations across various spheres of business, as part of a smaller team.

The Client Support Consultant role requires engagement with persons at various levels of seniority. The successful candidate will learn what it takes to succeed in the fintech space under the mentorship of a team with a highly professional approach to work, fuelled by a positive and pleasant outlook on life.

In this document, we outline specific skills and qualifications required, and more importantly, because we function in a high-pressure environment, the kind of character and temperament that we seek to fit the team.

If, once you have read through the information below, you are interested in the programme, kindly follow the instructions on our website to submit your application.

The Position

Position title:	Client Support Consultant
Duration:	12-month contract. A probation period of 3 months, included in the 12-month period, will determine if the contract is extended for the 12-month duration. An opportunity exists for permanent appointment based on performance.
Job purpose and exposure:	<p>The job purpose includes, but is not limited to:</p> <p>Client support is defined as day-to-day support activities that require immediate and efficient attention and should not require more than 10 to 15 minutes to complete, in order to enable clients to perform their tasks with minimal disruption. Other tasks include:</p> <p>Software support Custom process support – use guidance Project involvement – specialised projects Payroll Accounting processes and reconciliations</p>

Qualifications, skills and experience

Minimum education (essential):	National Senior Certificate with Accounting and Computer Studies as subjects Tertiary Certificate in Business or Accounting
Minimum education (desirable):	B.Com degree with Accounting as a major
Minimum experience (years):	1 year work experience in any customer facing role. Volunteer experience will be considered in lieu of work experience.
Required nature of work experience:	Accounting Background Accounting Software installation and support
Skills and Knowledge (essential):	MS Excel intermediate level of proficiency Working knowledge on an Accounting package
Skills and Knowledge (desirable):	SQL exposure will be advantageous Sage Evolution MS Access
Other:	Own transport and valid driver's license

Competencies

Essential Competencies	<ul style="list-style-type: none"> • Team player • Presentable • Excellent English and Afrikaans written and verbal proficiency • Excellent communication skills, including telephone manner • Collaborative • Committed to ongoing professional development • Positive attitude • Sense of humour • Able to “read the temperature” in context and moderate behaviour
Important Competencies	<ul style="list-style-type: none"> • Flexibility, task switching • Be able to identify priorities without losing sight of big picture • Immediate handover of tasks outside portfolio

Key Performance Areas and Objectives

KPA 1 Client Support	<ul style="list-style-type: none">• Objective 1 Provide same day support• Objective 2 Stay engaged until client signs off
KPA 2 Reporting	<ul style="list-style-type: none">• Objective 1 Breakdown of most often requested support• Objective 2 Breakdown of most often applied solutions
KPA 3 Product knowledge	<ul style="list-style-type: none">• Objective 1 Stay up to date with relevant programs• Objective 2 User education
KPA 4 Customer satisfaction	<ul style="list-style-type: none">• Objective 1 Maintain transparent channels• Objective 2 Present successes as DBF

Key measures

Upskilling <ul style="list-style-type: none">• Were new skills obtained during every quarter: technical / soft skills• Accounting exposure• New software packages• SQL DBF knowledge expansion
Interaction with clients <ul style="list-style-type: none">• Maintaining positive relations• Meeting response times efficiently• Presenting DBF in the best light
Team cohesion <ul style="list-style-type: none">• Are they supporting colleagues, sharing information• Are they positive and helpful in crisis situations• Can they take positive correction?

This job description is not a definitive or exhaustive list of responsibilities and is subject to change depending on changing business requirements. Candidates will be consulted on any changes.

Due to the nature of business performed throughout our client base and the content to which candidates will be exposed in the execution of their duties, honesty and the ability to recognise and treat sensitive information as confidential, is of paramount importance.

Candidate's performance will be reviewed based on the agreed upon objectives.

Op grond van die aard en inhoud waaraan die kandidaat blootgestel sal word, is eerlikheid en die vermoë om sensitiewe inligting as sodanig te herken en hanteer, 'n streng vereiste.