

We are looking for a customer-focused Call Centre Agent to join our fast-paced organisation in Johannesburg. This role is ideal for someone who thrives in a high-volume environment and is passionate about delivering excellent customer service while maintaining compliance and responsible gaming standards.

Key Responsibilities

Customer Support

- Provide professional support to customers via live chat, email, and telephone
- Assist with account-related queries including registrations, deposits, withdrawals, bonuses, promotions, and gameplay support
- Resolve customer complaints and escalations within agreed SLA timeframes
- Accurately log and document all interactions on the CRM system

Compliance & Responsible Gaming

- Adhere strictly to all applicable regulations, company policies, and procedures
- Perform KYC (Know Your Customer) checks and verification processes
- Identify responsible gaming indicators and escalate concerns in line with internal frameworks
- Maintain high standards of confidentiality, data protection, and information security

Operational Excellence

- Meet or exceed performance KPIs relating to quality, productivity, and attendance
- Work rotational shifts, including weekends and public holidays
- Stay updated on product changes, promotions, and system enhancements
- Collaborate with internal teams such as Payments, Fraud, Compliance, VIP, and Technical Support

Minimum Requirements

Education

- Matric (Grade 12) – Essential

Experience

- 1–2 years' experience in a call centre or customer service role
- Experience in a high-volume or regulated environment advantageous

Skills & Competencies

- Excellent verbal and written communication skills (English essential)
- Strong problem-solving and customer service skills
- Ability to work under pressure in a fast-paced environment
- High attention to detail and accuracy
- Computer literate (CRM systems, MS Office, live chat tools)

Key Attributes

- Customer-focused with a professional and empathetic approach
- Honest, reliable, and trustworthy
- Positive team player with a willingness to learn
- Adaptable and resilient
- Strong integrity and compliance awareness

Working Conditions

- Shift-based role (24/7 operations)
- Office-based (Johannesburg)
- Performance monitored against KPIs and quality standards

Please submit your application to careers@blueionbx.com