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Capitec Bank: Customer Service Agents (Bank Better Champion) 2025 New Hiring

Description

Capitec Bank is seeking enthusiastic and customer-oriented individuals to join our team as Customer Service Agents, also known as Bank Better Champions. As a Bank Better Champion, you will play a pivotal role in ensuring exceptional customer service experiences and promoting financial empowerment among our clients.

Responsibilities

- Provide exceptional customer service to Capitec Bank customers through various communication channels (in-person, phone, email).
- Assist customers with their banking needs, including account inquiries, transactions, account openings, and problem resolution.
- Educate customers on Capitec Bank's products, services, and digital banking platforms to enhance their banking experience.
- Actively promote and cross-sell banking products and services based on customer needs and preferences.
- Uphold compliance with banking regulations, policies, and procedures while ensuring the security and confidentiality of customer information.
- Collaborate with team members and contribute to a positive working environment within the branch.

Qualifications

- Minimum high school diploma or equivalent; tertiary education in finance or related field is a plus.
- Proven experience in customer service, preferably within the banking or financial services industry.
- Excellent communication skills in English (proficiency in additional languages is advantageous).
- Strong interpersonal skills with the ability to empathize and build rapport with customers.
- Knowledge of basic banking products, services, and digital banking platforms.
- Adaptability to work in a fast-paced environment and willingness to learn and implement new procedures and technologies.

Job Benefits

- Competitive salary and performance-based incentives.
- Opportunities for career advancement and professional development.
- Comprehensive training programs and ongoing support.
- Employee benefits package, including medical aid and retirement benefits.
- A dynamic and inclusive work culture that values diversity and teamwork.

Contacts

To apply for the Customer Service Agent (Bank Better Champion) position at Capitec Bank, please follow these steps:

Hiring organization

Capitec Bank

Employment Type

Intern

Duration of employment

3 Months

Industry

Banking

Job Location

Stellenbosch, Western Cape, South Africa, 7600, Stellenbosch, Western Cape, South Africa

Working Hours

09

Date posted

November 14, 2025

Valid through

04.12.2028

- **Online Application:** Visit the Capitec Bank careers portal on our website: Capitec Bank Careers Page. Browse through the available job listings to find the Customer Service Agent position and click on the "Apply Now" button.
- **Create an Account:** If you're a new user, you will be prompted to create an account on our careers portal. Fill in the required details to register and create your profile.
- **Complete Application:** Complete the online application form by providing accurate and up-to-date information about your qualifications, work experience, skills, and any other requested details.
- **Upload Documents:** Upload your resume/CV, cover letter, and any other relevant documents requested in the application form. Ensure that all uploaded documents are in the specified format.
- **Review and Submit:** Review your application to ensure all information is accurate and complete. Once satisfied, submit your application through the portal.
- **Confirmation:** Upon successful submission, you will receive a confirmation email acknowledging receipt of your application. Our recruitment team will review your application, and if your qualifications match our requirements, you may be contacted for further assessments or interviews.