

Welcome to Harambee, where we're all about solving youth unemployment through partnerships. We're not your typical organisation – we're driven by integrity, results, impact, and a passion for South Africa's youth. Our work is fast-paced and exciting, thanks to partnerships with key stakeholders such as The Presidency of South Africa, Business Unity South Africa, Youth Employment Service (YES), and others who share our mission.

If you enjoy a fast pace, are change adept love diving into new tech, and thrive in a collaborative, flexible environment, then you're exactly who we're looking for. Our goal remains nothing short of changing the world! Harambee has the capability and unique opportunity to achieve its founding vision of being a catalyst for significant and enduring positive change in tackling the global challenge of this generation. We invite you to join us, and let's make a real impact together.

HOW TO APPLY

Closing date is **24 January 2025**

Apply by sending your CV to recruitment@harambee.co.za including the position you are applying for in the subject line.

By applying for this vacancy, you give consent for your CV to be reviewed for other roles and shared with the relevant persons at Harambee.

JOB OPPORTUNITY SPECIFICATIONS

POSITION

Dialler Coordinator

REPORTS TO

Manager: Workforce Management & QA

LOCATION

Johannesburg

ABOUT THE ROLE

The Dialler Specialist is responsible for managing and optimizing the dialler system to enhance call center efficiency and productivity. This role involves monitoring call metrics, ensuring compliance with regulations, and implementing strategies to improve dialing performance. Additionally, a Dialler Specialist assists in planning, executing, and optimizing new campaigns to drive efficiency. This role involves supporting various teams to ensure campaigns are aligned with business objectives and target audiences.

JOB DESCRIPTION

Dialler Management:

- Configure and maintain the dialler system to ensure optimal performance.
- Monitor real-time call metrics and adjust settings to maximize productivity.
- Troubleshooting on new and existing campaigns.

Contact List Maintenance:

- Making contacts un-callable when needed.
- Contact list maintenance and reporting.

Data Analysis:

- Analyse call data to identify trends and areas for improvement.
- Generate reports on dialing performance and present findings to management.
- Wrap Code reporting and analysis.

Compliance and Quality Assurance:

- Ensure adherence to industry regulations and company policies regarding telemarketing and customer interactions.
- Collaborate with quality assurance teams to monitor call quality and provide feedback to agents.

Training and Support:

- Train call centre staff on dialler usage and best practices.
- Provide ongoing support and troubleshooting for dialler-related issues.

Strategy Development:

- Develop and implement dialing strategies to improve contact rates and conversion metrics.
- Collaborate with marketing and sales teams to align dialing efforts with campaign goals.

MINIMUM REQUIREMENTS

- Matric / Grade 12
- Proficient in MS Office (Excel – advanced)
- Minimum of 3 years of experience in a call centre environment, with at least 1 year in a dialler management role (Preferred).
- Experience in call centre analysis.
- Ability to compile information and prepare reports that are easily translatable for client delivery
- Basic knowledge of digital marketing tools and platforms (e.g Genesyscloud, campaign management & Dialer management)

COMPETENCIES

- Strong analytical and reporting skills.
- Excellent communication and interpersonal skills.
- Ability to manage multiple projects and meet deadlines.
- Creative thinking and problem-solving abilities.
- Flexibility: Adaptability to changing technologies and regulations, as well as the ability to pivot strategies based on performance data.
- Tenacity: Demonstrate enthusiasm and urgency, striving for excellence in achieving results and overcoming challenges.
- Proficiency in professional tools and platforms (e.g., Microsoft Office (Excel, Teams, Word, Outlook).