



Designation: PP3749 - Walk In Centre Consultant
Category: Corp Operations
Posted by: Alexander Forbes
Posted on: 02 Sep 2026
Closing date: 10 Sep 2026
Location: Sandton

Purpose of the Job:

Overview:

Walk-In Centre Consultant

Join Alexforbes and Make Every Client Interaction Count

At Alexforbes, we are committed to delivering exceptional customer experiences. We are looking for a professional, customer focused **Walk-In Centre Consultant** to be the face of our business, providing outstanding service and support to clients through every interaction.

If you are passionate about helping people, thrive in a fast paced environment, and enjoy resolving client queries from start to finish, we would love to hear from you.

What You'll Do

As a Walk-In Centre Consultant, you will be responsible for creating positive client experiences while ensuring the efficient and professional handling of all client interactions.

Key Responsibilities

- Welcome and assist clients in a professional, friendly, and timely manner.
- Manage inbound telephone enquiries effectively and professionally.
- Resolve customer complaints and concerns promptly and efficiently.
- Provide accurate information and guidance to clients, escalating queries where necessary.
- Capture and maintain accurate records of all client interactions to support reporting and follow up activities.
- Take full ownership of client queries and manage them through to final resolution.
- Achieve and maintain agreed service level targets and turnaround times.
- Ensure all client interactions are recorded accurately and completely.
- Comply with all divisional policies, procedures, protocols, and service level agreements.
- Adhere to POPIA requirements and maintain the highest levels of confidentiality and information security.
- Deliver an exceptional customer experience that reflects the Alexforbes brand.

What We're Looking For

Qualifications

- Matric (NQF Level 4) is essential.
- Customer Relationship Management Qualification (NQF Level 5) will be advantageous.
- Contact Centre Agent Qualification (NQF Level 5) will be advantageous.

Experience

- 3 to 5 years' experience as a Walk-In Centre Consultant or customer service professional within the financial services industry.
- Experience working with CRM and VoIP systems.
- Strong understanding of customer service principles and best practices.
- Excellent data capturing and administrative skills.
- Ability to communicate in multiple languages will be advantageous.

Skills and Competencies

The successful candidate will demonstrate:

- Exceptional verbal and written communication skills.
- Strong listening skills with the ability to adapt communication styles to suit client needs.
- Patience, accuracy, and attention to detail when handling repetitive tasks.
- The ability to remain calm, professional, and solutions focused under pressure.
- Adaptability and a willingness to embrace change.
- Strong teamwork and collaboration skills.
- Excellent interpersonal skills with a client first mindset.
- The ability to manage multiple priorities while maintaining service excellence.
- A proactive approach to problem solving and query resolution.

Why Join Alexforbes?

At Alexforbes, we don't just offer jobs. We build careers.

Growth & Development

- Access to bursary and leadership development programmes.
- Continuous learning opportunities through our eLearning platforms.
- Financial planning support designed specifically for employees.

Rewarding Performance

- Competitive total rewards package, including short and long term incentives.
- Power of One recognition programme, rewarding exceptional performance.
- Referral bonuses and incentive programmes.

Comprehensive Benefits

- Retirement fund contributions starting from 13% of CTC.
- Group risk benefits, including life, funeral, and dread disease cover.
- Medical aid and gap cover options through Discovery and Bonitas.

Work-Life Balance

- Flexible and hybrid ways of working.
- Monthly connectivity allowance.
- Employee Wellness and Assistance Programmes.
- My Savings Account to help employees plan confidently for the future.

Ready to Join Us?

If you are passionate about delivering excellent customer service, building meaningful client relationships, and making a difference every day, we invite you to apply and become part of a team that is shaping the future of financial wellbeing.

Alexforbes is an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

The company's approved employment equity plans and targets will be considered as part of the recruitment process. As an equal opportunities employer, we actively encourage and welcome people with disabilities.