



<https://internnerd.online/job/clover-learnership/>

Clover Learnership 2026/2027 For Call Centre

Description

Clover is pleased to announce its 2024/2025 Call Centre Learnership program, inviting new talent to join its team and gain hands-on experience in a professional call center environment. This program, based in Constantia Park, Roodepoort, offers an ideal platform for participants to achieve an NQF qualification while developing essential customer service skills.

The Call Centre Learnership is designed to provide practical experience in customer service and order management within Clover's call center operations. Learners will complete the program by attending designated classes and gaining on-the-job training. Upon successful completion, participants will obtain an NQF qualification and practical knowledge from a world-class call center.

The program offers a unique blend of practical training and classroom instruction, aimed at helping participants master core skills in customer interaction, order management, and problem resolution. This learnership targets recent graduates who are currently unemployed and have not participated in a learnership program before.

Responsibilities

Throughout the program, learners will be responsible for:

- **Customer Interaction:** Handling both inbound and outbound calls, resolving queries, and addressing complaints by liaising with appropriate stakeholders.
- **Order Management:** Accurately capturing orders based on the daily call list and ensuring customers are informed of account holds.
- **Stakeholder Communication:** Notifying stakeholders of any order-related issues and confirming customer orders according to standard procedures.
- **Product Promotion:** Informing customers of new or additional products, highlighting features and special offers.
- **Team Collaboration:** Assisting team members in achieving group targets, sharing responsibilities, and supporting team values.
- **Participation in Team Meetings:** Actively engaging in team meetings and contributing to collective goals.
- **Visual Management:** Maintaining visual information displays as required.

Qualifications

To be eligible for this learnership, applicants must meet the following criteria:

- Completed Grade 12 (Matric) or equivalent NQF4 in the past five years (2019 – 2023).
- Achieved an average of 60% in both English and Mathematics or Mathematics Literacy.
- Advanced computer literacy.
- Currently unemployed.
- No prior participation in a learnership program.

Hiring organization

Clover

Employment Type

Intern

Duration of employment

12 months

Industry

Food and Beverage Services
Internships

Job Location

Roodepoort, Gauteng, South Africa,
1724, Roodepoort, Gauteng, South
Africa

Working Hours

9

Date posted

December 2, 2024

Valid through

31.12.2026

Job Benefits

The Call Centre Learnership offers several benefits, including:

- Enhanced customer service and problem-solving skills.
- Potential career growth within the customer service and call center sectors.
- An NQF qualification in call center operations.
- Mentorship and support from experienced team members.
- Practical, hands-on experience in a professional call center.

How to Apply?

Candidates interested in this learnership should submit their applications via Clover's official website by the application deadline. Applications should include a CV, a certified copy of the Matric certificate, and any other relevant documents.