https://internforza.online/job/discovery-service-consultant-internship-initiative/

Discovery Service Consultant Internship Initiative 2025 | South Africa Vacancy

Hiring organization
Discovery

Employment Type
Intern

Duration of employment
12-months

Industry
Financial Services

Job Location
Sandton, South Africa, Sandton, South Africa

Working Hours
09

Date posted
February 25, 2025

Valid through
February 25, 2026

Job Description

Discovery is looking for dynamic, client-centric, and service-oriented individuals to join our 2025 Service Consultant Internship Programme. This internship is designed for individuals who are passionate about delivering exceptional customer service while gaining valuable experience within the financial services sector.

[the_ad id="191"]

As a Service Consultant Intern, you will be at the forefront of client interactions, handling queries, concerns, and service requests with professionalism and efficiency. Through comprehensive training and hands-on experience, you will develop key problem-solving, communication, and customer service skills that are essential for a successful career in the industry.

Key Responsibilities

As a Service Consultant Intern, your responsibilities may include:

- Handling multiple telephonic queries from investors, brokers, and franchises
- Managing customer queries through to resolution, ensuring high client satisfaction
- Providing accurate updates on query progress to clients
- Logging all interactions with precision and efficiency
- Meeting product knowledge and soft skills training targets
- Adhering to risk and compliance policies
- Routing queries to the correct departments for effective resolution
- Keeping accurate records and providing quality feedback to line managers
- Ensuring service delivery aligns with Discovery standards

[the_ad id="210"]

Requirements

To qualify, applicants must meet the following criteria:

- Grade 12 / Matric certificate
- 0 – 1 year of work experience (entry-level candidates welcome)
- Basic mathematical skills
- Proficiency in MS Office (Word, Excel, PowerPoint)

Skills & Competencies

We are looking for candidates with the following qualities:

- Excellent written & verbal communication skills
- Fluent and professional speaking ability
- Strong listening skills & empathy towards clients
- Self-motivated and proactive approach
- Service-oriented & client-focused mindset
- Ability to work under pressure & manage deadlines

- Strong problem-solving & decision-making skills
- Adaptability to change and willingness to learn
- Adaptability to change and willingness to learn

[the_ad id=”206″]

Why Join Discovery?

- Gain valuable hands-on experience in customer service
- Work in a supportive and dynamic environment
- Develop key professional and technical skills
- Opportunity to grow within Discovery

How To Apply?

If you meet the requirements and are eager to kick-start your career with Discovery, follow these steps to apply:

Prepare Your Application:

Ensure you have the following documents ready:

- Updated CV (Curriculum Vitae)
- Certified copy of your Matric certificate
- Certified copy of your South African ID
- Any relevant supporting documents

Submit Your Application:

- Send your application via official website email
- Use the subject line: “Application – Discovery Service Consultant Internship 2025”

Don’t miss this opportunity to gain valuable experience with Discovery! Apply today!