



<https://internforza.online/job/sage-customer-experience-internship-opportunity/>

Sage: Customer Experience Internship Opportunity 2025

Description

Sage is a global leader in cloud business management solutions, helping millions of small and medium businesses automate their accounting, financials, payroll, and more. Our goal is to simplify processes so our customers can focus on what matters most—growing their businesses. With innovation at our core and a culture of inclusion and collaboration, we are committed to developing talent and empowering the next generation of professionals.

Internship Overview

Are you passionate about customer service and eager to build your career in a dynamic, supportive environment? Sage is offering a Customer Experience Internship for 2025, based at our Midrand, South Africa office. This opportunity is ideal for driven individuals looking to gain valuable experience in customer interaction, problem-solving, and internal collaboration within a global tech company.

Key Responsibilities

- Engage telephonically with existing Sage customers to ensure a seamless experience.
- Address and resolve outstanding issues related to customer accounts.
- Update internal systems with relevant information after each customer interaction.
- Educate customers on available support tools, including the IVR (Interactive Voice Response) and customer portals.
- Act as a liaison between customers and various internal Sage departments to provide effective solutions.
- Identify common customer issues and communicate trends to the Customer Experience leadership team.
- Promote positive customer engagement and contribute to continuous service improvement.

What We're Looking For

- Educational Background:

A Grade 12 Matric Certificate is required.

A degree or national diploma is advantageous.

- Skills and Competencies:
 - Basic computer proficiency, especially with Microsoft Office applications.

Hiring organization

Sage

Employment Type

Intern

Duration of employment

12-months

Industry

Information Technology & Services

Job Location

Midrand, Gauteng, South Africa,
Midrand, Gauteng, South Africa

Working Hours

09

Date posted

May 28, 2025

Valid through

29.05.2028

- Excellent verbal and written communication skills.
- Strong telephonic etiquette and professional interpersonal abilities.
- A good understanding of Accounting, Payroll, and HR environments is beneficial.
- Ability to work independently and collaboratively in a team setting.
- Must have a clear criminal record.
- A proactive attitude, eagerness to learn, and a customer-centric mindset.

Work Arrangement

This is a hybrid internship role, with a requirement to work three days per week in-office at Sage's Midrand location. Interns will gain hands-on experience, direct mentorship, and the opportunity to learn how global customer service systems operate.

Why Join Sage?

- Learn from one of the top software companies in the world.
- Gain insight into customer experience best practices.
- Grow your skills and boost your employability in a competitive market.
- Be part of a collaborative and inclusive work culture.

How to Apply?

To apply for the **Sage: Internship Opportunity 2025**, please submit your application online via the following link: [Apply Now](#)

Start your journey with Sage today and take your first step toward a rewarding career in Customer Experience.