

CANCELLATIONS AGENT



Role	Cancellations Agent	Department	Sales
Reports to	Sales Manager	Type	Full-Time

JOB OVERVIEW

As a **Cancellations Agent** at Level-7 Internet, you will be responsible for handling customer cancellations, ensuring the proper processing of cancellations orders with fibre providers and engaging in customer retention efforts. This role also involves administrative duties, liaising with other departments to resolve technical and administrative issues and performing cancellations reconciliation to ensure smooth operations.

This role is open to candidates of all backgrounds and abilities.

KEY RESPONSIBILITIES

Key area	Tasks
Customer Query Management	Respond to incoming telephone and ticket system queries from customers requesting cancellations.
	Handle customer inquiries professionally, providing accurate information and addressing concerns regarding cancellation requests.
Cancellation Order Processing	Place cancellation orders with various fibre providers accurately and in a timely manner.
	Ensure all necessary cancellation information is captured and communicated to fibre providers, avoiding errors or delays.
	Ensure that all service termination details, including dates and reasons are documented and processed according to company policies.
Customer Retention	Attempt to retain customers by engaging with them and understanding the reason for their cancellation request.
	Offer alternatives to persuade customers to reconsider their cancellation and continue using the company's services.
Office Administration	Handle general office administrative tasks, including sending out cancellation related documentation and quotations to customers.
	Maintain accurate records of all cancellations, including relevant communications, contracts and actions taken.
Reconciliation & Reporting	Perform monthly cancellations reconciliation, ensuring that all cancellation orders are accurately recorded and reflected on the system.
	Draft monthly reports on cancellations, including metrics such as cancellation reasons, customer retention success and the status of the orders placed with fibre providers.
	Identify trends in cancellations and provide insights or recommendations for improving customer retention.
	Work closely with the technical support team, customer service, sales and administrative departments to resolve any technical or administrative issues related to customer cancellations.
	Ensure that the process of cancelling a service and terminating contracts is

**Collaboration
with Other
Departments**

smooth, with no outstanding issues for both the customers and the company.

Work closely with the accounts team to ensure that all outstanding equipment has been invoiced.

Work closely with the operations team to ensure that equipment retrieval is being booked.

Ad-Hoc Duties

Perform any additional duties as required by the company, including assisting other departments or handling special projects related to cancellations or retention.

QUALIFICATIONS & SKILLS

Education, Certifications & Experience

- National Senior Certificate (Matric or equivalent)
- Proven experience in a customer service or cancellations role, ideally in a similar role at an ISP.
- Excellent financial literacy with a strong understanding of financial processes, with the ability to accurately calculate discounts, draft invoices and quotes, and determine cancellation fees.
- Experience handling cancellations, service terminations or retention efforts is highly beneficial.

Skills & Competencies:

- Excellent communication skills, both written and verbal, with the ability to engage with customers in a professional and empathetic manner.
- Strong organisational and administrative skills with the ability to manage multiple tasks and responsibilities.
- Computer literate.
- Ability to manage customer complaints and difficult conversations while maintaining a customer-focussed attitude.
- Strong attention to detail.