



# Call Center Agent for Deutsche Bank (m/f/d) – German-speaking

For Deutsche Bank, one of the largest banks worldwide, we are hiring **German-speaking customer service agents / Call Center agents** (m/f/d) at our location in **Cape Town** (full-time and part-time).

## Our Offer

- flexible full-time and part-time working models
- Salary 28.000 ZRA Gross
- personalized shift planning with preferred working hours
- work at a modern office in Cape Town, after the induction 50% Home Office available
- work equipment is provided

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## Your Tasks

- friendly and professional support of Deutsche Bank's service hotline in German language
- answering customer inquiries by phone and in writing
- assisting customers with online banking (app and website)
- processing transfers, applications, change requests, or bookings
- entering customer information into the database

## Your Profile

- very good German language skills at C1 level
- strong communication skills by phone and in writing
- pronounced willingness to help
- ideally, professional experience in customer service, sales or the financial sector
- confident handling of PC & internet
- flexibility to work partly in the evenings or on weekends

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## Benefits

- **Preferred working hours:** Private and professional life must fit together well. That is why we align working hours and shift schedules as closely as possible with your personal needs.
- **Paid onboarding:** We will prepare you thoroughly for your role and your team and of course this time is paid from the very beginning.
- **Reliability:** We promise you punctual salary payments, transparent communication, and the opportunity to have a say.
- **Family business:** We not only rely on a friendly, family-like informal culture, but also support parents as much as possible in balancing career and family.
- **Diversity & Respect:** With us, you will find a community that accepts you as you are. We support all dimensions of diversity and ensure a safe, barrier-free environment.
- **Sustainability:** We work in a climate-friendly way and are socially committed. Together, we help make the world a little better.
- **Additional benefits:** free further training, diverse events & team evenings, Shuttle service, modern working environment, free healthy snacks and drinks.



## About Us

TAS AG is one of the largest family-run service providers for customer dialogue in Germany. With more than 30 years of experience and our diverse team, we provide customer service by phone, email, messenger & chat for some of the best-known companies and brands from our locations in Leipzig (Germany), Zagreb (Croatia), and Cape Town (South Africa).

## Our Office

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# Contact

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