

FOR PSA MEMBERS: **SOUTH AFRICAN PHARMACY COUNCIL (SAPC)**

29-04-2024

Feedback: Call Centre Agents

Call Centre Agents

The South African Pharmacy Council previously appointed Call Centre and Customer Care Agents to function at the call centre. Due to automation, the functions were combined, and their job titles were captured as Call Centre Agents. This means that they must perform both functions. During 2023, the employer conducted a benchmarking exercise. The job descriptions that were forwarded to the emergence group to benchmark, did not include certain functions that they are currently performing. This was brought to the attention of the employer. A meeting was called by the employer to discuss and resolve this issue. The PSA highlighted the functions that were omitted from their current job descriptions. The employer indicated that they are included. The PSA requested that the KRA's be clear and include in detail all the functions that they are currently performing. The employer agreed to this and both parties will consult and conclude this by 15 May 2024. Once the consultation process is finalised, the amended job description will be sent for re-evaluation. The current Performance Agreements will also be held in abeyance until this is resolved.

Members will be kept informed accordingly.

Employees who want to join the PSA can contact Perma Thobela on 0828808929 or send an email to perma.thobela@psa.co.za or contact PSA Provincial Offices.

Reuben Maleka
GENERAL MANAGER