



BPESA

**Business Process
Enabling
South Africa**

BPeSA

Competency Profile – Agent

Generic Profile

BPeSA
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BPeSA Agent Competency Profile				
Inputs to the role:		<ul style="list-style-type: none"> • Business goals and objectives (linked to strategy) • Business processes and procedures • Products and services • Operational data • Client interaction 		
Outputs of the role:		<ul style="list-style-type: none"> • Business and operational targets • QA results • Personal performance • Operational data 		
<p>The level indicator below refers to the specific level of the competence that the role requires. The skill level of the incumbent refers to the actual and current demonstrable level of competence of the individual within the role.</p>				
No:	Competency Name:	Competency Descriptor:	Level required by role:	Skills level of incumbent:
			Not required for this role	0. No proficiency exists
			1. Basic This indicates that only a rudimentary or basic knowledge, skill or general understanding is required.	1. Entry level
			2. Functional A level of knowledge and skill required that allow the individual to function with limited supervision	2. Novice
			3. Intermediate A solid knowledge and skill base is	3. Intermediate

	required. Individual needs to function independently. Individual may supervise others.	
	4. Expert High levels of knowledge and skill is required. Individual can coach and train others.	4. Expert
	5. Master Recognized industry leader level of knowledge and skill required.	5. Thought/ industry leader level

The competencies listed below are in no specific order of importance.

Technical Competencies:

No:	Competency Name:	Competency Descriptor:	Level required by role:	Proficiency level of incumbent:
1	Analytics	Demonstrates the ability to analyse situations, systems or numerical constructs and identify trends, errors and strengths and how data fits into a bigger picture.	2	
2	Ability to spot opportunities	Identifies opportunities in any given situation.	2	
3	General administration skills	Demonstrates sound general office administration. Identifies	1	

		and organises resources needed to accomplish tasks; manages time effectively.		
4	Numeracy	Demonstrates the ability to make business and general mathematical calculations.	3	
5	Use of – Microsoft Office Suite	Demonstrates the successful use of Microsoft software. i.e. Outlook, Excel, PowerPoint.	1	
6	Use of specific operational IT Systems	Demonstrates the successful use of internal proprietary systems that enable business operations.	2	
7	Risk management	Demonstrates the ability to identify, mitigate and manage general and industry specific Risk within the responsibility area.	2	
8	Fraud management	Demonstrates the ability to identify and manage fraud as it pertains to the relevant industries.	2	
9	Client interaction, handling and education (telephonic)	Demonstrates the ability to telephonically deal with clients and handle the diverse spectrum of client interactions effectively. In addition, is able to deal with a variety of client types and moods	3	

10	Client collections (telephonic)	Demonstrates the ability to interact with a client to successfully enable the collection of outstanding funds.	3	
11	Client service (telephonic)	Delivers a positive client service experience.	3	
12	Client Sales, selling skills (telephonic)	Encourages increased sales through positive client interactions.	3	
13	Industry specific knowledge (i.e. banking, insurance)	Demonstrates the business acumen required to function successfully within the industry, specific to the role filled.	2	
14	Products and services	Demonstrates an in-depth knowledge of the organization specific services and products. Discourses clearly and easily on all products.	3	
15	Specific Operations (policies, processes and procedures)	Demonstrates the ability to implement all organizational operational activities.	2	
16	Specific regulatory parameters (industry related)	Demonstrates ability to implement, maintain and manage all regulatory requirements of the specific industry.	2	
17	Language proficiency: English	Communicates clearly and concisely in English. This	3	

		includes both the verbal and written mediums.		
18	Language proficiency: Other	Communicates clearly and concisely in any additional required language. This includes both the verbal and written mediums.	3	
19	Industry Specialization (dependent on Product /services and BPO)	Demonstrates specific knowledge relevant to the organization, its services, products and market.	2	
20	Finance for non-financial managers	Demonstrates a broad comprehension of finance principles and practice as it relates to the running of a business. Is able to explain a set of management accounts.	1	
21	Quality Assurance (QA)	Delivers error free outputs and deliverables. Demonstrates an understanding of QA as a discipline.	2	
22	Problem solving	The ability to in a logical and structured manner identify the cause of the problem. Develop and implement the solution.	2	

Behavioral Competencies				
No:	Competency Name:	Competency Descriptor:	Level required by job:	Proficiency level of incumbent:
1	Decision Making	Demonstrates a logical structured manner when making decisions.	2	
2	Leadership	Demonstrates strong leadership thinking and ability. E.g. strategic thinking, managing change, building teams, coaching and developing etc.	1	
3	Knowledge of people	A comprehension of people behaviour as it relates to the workplace. This could be linked to staff and colleagues as well as customers. (Empathy)	2	
4	Diversity management	Sensitivity to the diverse nature of the South African workplace. This relates in particular to Race, Gender, Ethnicity, Culture, Sexual Identity and Disability.	2	
5	Change agility	Demonstrates the ability to manage and adapt to constant change in a positive and speedy manner.	2	

6	Emotional intelligence	Demonstrates insight into own emotional state and drivers and an ability to exert control over one's own emotions..	3	
7	Interpersonal skills	Interacts and socializes effectively on a personal level with all colleagues and clients.	2	
8	Self-management and internal focus	The individual is internally motivated.	3	
9	Time management and organization	Manages own actions in such a manner that the planned or desired result is achieved within the given time and according to the correct quality. Organizes work in a logical manner.	2	
10	Negotiation	Demonstrates the ability to convince the other party to agree. The ability to change another's decision.	3	
	Probing/Questioning	Demonstrates the drive to not give up immediately and to engage the other individual and ascertain other possibilities or motives.	3	
11	Conflict resolution	Demonstrates the ability to analyse, grasp and manage the cause of conflict. Then to	2	

		plan a path of action that leads to a resolution.		
12	Communication skills	Converses effectively with others. This can be done via the spoken or written word. The ability to identify and appropriately react to voice modulation, tempo and emotion. Body language also plays a critical role in face-to-face communication.	3	