

'Groundbreaking' BPO deal to create 900 new jobs in Durban

Just weeks after South Africa earned the disappointing distinction of having the [highest unemployment rate in the world](#), CareerBox, in partnership with CCI South Africa, has facilitated a 'groundbreaking' deal with Metro by T-Mobile that will result in 900 direct call-centre jobs and hundreds of supporting jobs for young people from underprivileged backgrounds.



Source: [Pexels](#)

The announcement comes as Durban rebuilds after the widespread social unrest which came at a great economic cost, including job losses in the most vulnerable communities.

Deal "puts South Africa on the map"

The training, skills development and recruitment organisation says the partnership "puts South Africa on the map with the biggest players in the world and has the potential to result in tens of thousands of jobs".

CareerBox managing director Lizelle Strydom says the deal provides a blueprint for how corporates can partner with "socially responsible organisations such as CareerBox".

“Impact investing sets out to make a real, meaningful impact in the lives of people. Our partnership with CCI has proven that corporates and organisations such as ours can achieve big things if they share a common goal - which in our case is to improve the lives of underprivileged communities by creating jobs and giving young people a step-up to start long, fruitful careers,” Strydom says



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The contact centre jobs are incoming customer service and Strydom says “recruiting and training for Metro is inspiring” because they have provided flexibility and freedom for agents to express themselves.

She adds that Metro wants to “make a meaningful impact in communities” which aligns with CareerBox’s vision. “As the recruitment and training partner in the arrangement, CareerBox can go out and meaningfully change lives. It’s not just direct contact centre agent jobs, there’s career coaches, IT support, quality control and much more,” she says.

CCI South Africa managing director Peter Andrew says the partnership with Careerbox “can show the world that we have the talent and resources in South Africa to compete with the best in the world in servicing a premier client”.

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