*https://internnerd.com/job/idm-internship/*

# Intelligent Debt Management (IDM) Internship 2026/2027 For Financial Assessor

**Hiring organization**
Intelligent Debt Management (IDM)

**Employment Type**
Intern

**Duration of employment**
12 months

**Industry**
Financial Services Internships

**Job Location**
Cape Town, Western Cape, South Africa, 6665, Cape Town, Western Cape, South Africa

**Working Hours**
9

**Date posted**
December 2, 2024

**Valid through**
31.12.2026

## Description

Intelligent Debt Management (IDM) is offering Graduate Internship Opportunities for the 2024/2025 period. We are seeking highly motivated and intelligent graduates to join our Onboarding team as Financial Assessors, with the potential for progression into the role of Financial Consultant within 6 to 12 months. As a Financial Assessor, your primary responsibility will be to engage with consumers seeking financial assistance and express interest in our services. You will gather essential financial information, provide an initial assessment of their financial status, and educate them on the ways in which our solutions can assist in their debt management journey.

In this role, quick thinking, decisiveness, and the ability to manage client expectations are essential. You will be the first point of contact for clients, serving as an ambassador for the IDM brand. As part of the consumer's debt management journey, you will play a crucial role in ensuring a smooth transition through the various stages of our service offerings. This position requires professionalism, enthusiasm, and excellent customer service skills.

Additionally, you will use our internal systems to connect with clients and facilitate their progression to the next stage of the process, where they will work with Financial Consultants for a more in-depth assessment. A strong understanding of technology will be beneficial, as our processes rely on digital platforms. We provide comprehensive induction and role-specific training to ensure you are well-prepared for this role.

## Responsibilities

- Engage with clients who have inquired about IDM's services to gather and assess their financial information.
- Conduct initial assessments to determine the client's financial position and suitability for further assistance.
- Make outbound calls to potential clients and handle inquiries across various platforms and channels.
- Provide high-quality customer service while managing client expectations effectively.
- Transfer eligible clients to the Financial Consulting team for a comprehensive financial evaluation.

## Qualifications

- National Diploma or Degree in a finance-related field, such as Management, Finance, Business, or Accounting.
- Previous experience in customer service or sales roles is advantageous but not mandatory.

**Skills and Competencies:**

- Proficiency in computer use and digital platforms.

- Strong written and verbal communication skills.
- Motivation to advance into the Financial Consulting team.
- Problem-solving abilities and critical thinking skills.
- Familiarity with Microsoft Office is beneficial.
- Ability to work both independently and collaboratively.
- Growth mindset, with a desire for continuous learning.
- Strong organisational and time-management skills.
- Assertiveness, empathy, and active listening capabilities.
- Goal-oriented and driven to succeed.

**Job Benefits**

- Comprehensive induction and role-specific training to support professional development.
- Opportunity for career progression within 6 to 12 months.
- Exposure to a dynamic and fast-paced financial services environment.
- A supportive team culture that fosters growth and learning.

**How to Apply?**

Interested candidates who meet the qualifications and requirements are encouraged to apply by submitting their resume and cover letter through our official recruitment portal. Applications should highlight relevant educational qualifications and any prior experience in customer service or sales. Successful applicants will be contacted for further assessments.