



VACANCY

REFERENCE NR	:	VAC01554 & 1669
JOB TITLE	:	Consultant: Client Relationship Management X2
JOB LEVEL	:	D2
SALARY	:	R 424,978 - R 708,297
REPORT	:	Lead Consultant: Key Client Relationship
DIVISION	:	PLC: Prov KZN
Department	:	Prov KZN PLC (Customer Operations)
LOCATION	:	Pietermaritzburg, KwaZulu-Natal
POSITION STATUS	:	Permanent (Internal /external)

Purpose of the job

To manage and implement customer engagement management capability to support the digital transformation journey within the processes of government service delivery to the citizens in line with SITAs strategy and to service internal and external customers from conception to delivery, manage relationship with customers and improve customer satisfaction with the aim of increasing revenue and profitability.

Key Responsibility Areas

- Implement and manage assessed existing customer needs in order to provide effective solution to deliver within the existing contractual constraints;
- Comply and implement standardization of professional engagement in order to deliver common and unified products within a cluster;
- Implement and maintain strategic relationships with government departments including Strategic delivery partners (i.e. Suppliers) in order to continuously sustain the SITA business;
- Implement and grow business of allocated sub cluster of clients, through identifying opportunities, understanding business challenges, strategies and client objectives;
- Implementation, adhere and comply with engagement management methodologies and regulations;
- Implement the identified risks on in order to minimise the service gaps with the aim of achieving the agreed service levels;
- Provide inputs and manage targeted revenue as well as monitor/control the budget to ensure that the expenditure is within the approved Budget.

Qualifications and Experience

Minimum Qualifications: Bachelor Degree / National Diploma in Commerce/ICT or equivalent.

Experience: 6 – 7 years working experience in the engagement management/ relationship management and or project management at a Senior Management level of managing Sales.

2 years as a Supervisor /Manager in a corporate/public sector organisation.

Technical Competencies Description

Knowledge of: Customer service management; Government Information Management; Business Development; Information Technology management; ICT solutions and services; Project Management methodology; Enterprise Project Management; Project Management Lifecycle

Knowledge of IT, Government ICT procurement processes, PFMA, SITA Act and Regulations, Basic understanding of Contracts, Strategic Planning and ITIL knowledge; and Sales methodology and process.

Skills: Application of project management methodology; Customer Services Management; Financial management principles methodology; Government Business Reference Model; Strategy Formulation; Capacity Planning and Resource Management; Policy Review & Implementation; Business management ; People Management; Business writing; Report writing; Stakeholder Relationship management; Strategic Selling.

Other Special Requirements

The incumbent will be required to:

- Consult and interact with relevant Government Officials
- Government IT Governance structures, industry senior management and executives
- Participate and provide input in implementation of Customer related strategies, SITA Sales Methodology and Sales Process therefore must have strong sales and business management skills

How to apply

Internal candidates must apply using this email address: Ncami.internalkzrecruitment@sita.co.za

External candidates must apply using this email address: Kznrecruitment@sita.co.za

Closing Date: 06 November 2020

Disclaimer

SITA is Employment Equity employer and this position will be filled based on Employment Equity Plan. Correspondence will be limited to short listed candidates only.

- If you do not hear from us within two months of the closing date, please regard your application as unsuccessful.
- Applications received after the closing date will not be considered. Please clearly indicate the reference number of the position you are applying for.
- It is the applicant's responsibility to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA).
- Only candidates who meet the requirements should apply.
- SITA reserves a right not to make an appointment.
- Appointment is subject to getting a positive security clearance, the signing of a balance score card contract, verification of the applicants documents (Qualifications), and reference checking.
- Correspondence will be entered to with shortlisted candidates only.
- CV's from Recruitment Agencies will not be accepted