



## VACANCY

|                 |   |                                 |
|-----------------|---|---------------------------------|
| REFERENCE NR    | : | VAC00859/22 & 0860/22           |
| JOB TITLE       | : | Customer Operation Support X2   |
| JOB LEVEL       | : | C4                              |
| SALARY          | : | R 287 858 – R 479 764           |
| REPORT TO       | : | HOD Customer Operations         |
| DIVISION        | : | National Consulting             |
| DEPT            | : | Customer Operations             |
| LOCATION        | : | SITA Erasmuskloof               |
| POSITION STATUS | : | Permanent (Internal & External) |

### Purpose of the job

To provide advanced support to the customer relations management by preparing statistical reports, handling request and provide project coordination function.

### Key Responsibility Areas

Manage and handle queries of team members in relation to ERP (HR, OTL, I expense, project, Tele sales, Teleservices, Order. Provide financial Administration to the department (Budget). Provide general administrative support to the department and ensure adherence to the organisation quality standards. Arrange work sessions and staff meetings with employees and coordinate all logistical arrangements for the Customer Operation. Provide project administration to ensure effective and efficient CRM projects administration. Provide on the job training to users on Oracle modules to ensure consistency in invoicing.

### Qualifications and Experience

**Minimum:** 3-year Diploma / Degree in office administration/a relevant discipline /NQF level 6.

**Experience:** 3-4 years working experience within the administrative support role to a senior manager or executive in general office or business practices or procedures.

### Technical Competencies Description

**Knowledge of:** Customer Service Management; Government Information Management; Processes and procedure development and implementation; Understanding of Service Operations aligned to ITIL; Understanding service/process performance evaluation, monitoring and reporting; Fair understanding and practice of Project Management; Fair understanding of ICT industry and IT Architecture and components; Knowledge of Sales administration; Knowledge and understanding of business processes; Knowledge of SITA business and SITA clients; Knowledge IT industry business; Understanding of SLA and contracts.

Skills: Customer Relationship Management, General Administration, IT Service Management.

**Interpersonal/behavioural** competencies: Active listening, Attention to Detail, Analytical thinking, Disciplined, Resilience, Persuasive, Flexibility, Professionalism and Presentable; Emotional Intelligence, Research and information gathering, Investigative skills, Verbal and Written Communication, Business Acumen, Proactive.

**Other Special Requirements**

N/A.

**How to apply**

Kindly send you CV to: [Malebo.recruitment@sita.co.za](mailto:Malebo.recruitment@sita.co.za)

**Closing Date: 13 August 2021****Disclaimer**

SITA is an Employment Equity employer and this position will be filled based on Employment Equity Plan. Correspondence will be limited to short listed candidates only. Preference will be given to members of designated groups.

- 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 considered.
- CV's sent to incorrect email address will not be considered