



**VACANCY**  
**RE- ADVERTISEMENT**

**REFERENCE NR** : **KZN/MBPO/2016-11**  
**JOB TITLE** : **Manager: Business Process Outsourcing X1**  
**JOB LEVEL** : **D1**  
**SALARY** : **R 372 959 – R621 598**  
**REPORTS TO** : **Senior Business Analyst**  
**DIVISION** : **KZN Provincial Management**  
**DEPT** : **Systems Management Services: Advisory Services**  
**LOCATION** : **Pietermaritzburg**  
**POSITION STATUS** : **Three Year Fixed Term Contract (Internal /External)**

**Purpose of the job**

To retain, grow and improve the Business of providing centrally managed Business Process Outsourcing Services to SITA, Government Clientele and its Citizens.

**Key Responsibility Areas**

Document the procedure according to new SLA. Implement changes to the telephony system. Provide internal on-the-job training according to new SLA. Provide call logging procedures to clients. Determine and communicate infrastructure and resource requirements. Develop the Service Centre Business Plan. Implement Service Centre Business Plan. Monitor the adherence to the Service Centre Business Plan. Review and update Service Centre Business Plan. Designing processes for request, complaint and enquiry management. Direct and manage strategic and tactical request, complaint and enquiry management processes. Analyzing and measuring request, complaint and enquiry management processes performance. Training and awareness on the request, complaint and enquiry management processes including the induction of new staff into the business organization. Request, complaint and enquiry management processes design review and evaluation as business conditions change. Involvement in the design and ongoing improvement of technology required to support the request management process. Compile the daily statistics report. Monitor the availability of BPO staff. Liaise with LOB's on escalated calls status report on resolved calls. Confirm that 2<sup>nd</sup> and 3<sup>rd</sup> line support provides appropriate technical support as per agreed SLA. Manage request, complaint and enquiry policies, procedures and standards for request management. Ensure compliance to request complaints and enquiries management policies, procedures and standards. Continuously improve the request, complaint and enquiry management processes. Manage Human Resources. Ensure compliance to policies, procedures and standards. Review and update policies, procedures and standards.

**Qualifications and Experience**

**Minimum:** National Diploma/Bachelor's degree in Business Management and/ or equivalent (NQF level and Credits). **Experience:** 6-7 years' experience in Call Centre/Help Desk and in people management. The experience must include 3 years Call Centre Supervisor.

**Technical Competencies Description**

**Knowledge of:** Full cycle of logging, classifying, and routing calls according to SLA. Operational business rules and processes. Statistical and analytical principles. Policy and processes development and implementation. Continual improvement through service/process monitoring and evaluation. Quality Assurance processes and standards. Good understanding of Financial Management. Project management within governing policies, procedures and guidelines. ITSM system and procedure.

**Skills:** Client orientation and Customer Service. Oversight of a Department planning, organizing and control. People management, development and empowerment. Communication. Problem Solving and decision making skills. Client orientation and Customer Service. ICT service delivery and performance management and monitoring. Financial management principles /methodology. Policy development, review and implementation. Analytical thinking, Problem Solving and Decision making. Conflict Management.

**Other Special Requirements**

The position may require extensive travel to SITA provincial offices and customer offices.

**How to apply**

Kindly forward your CV to: [kznrecruitment@sita.co.za](mailto:kznrecruitment@sita.co.za)

**Closing Date: 11 August 2017**



**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.

- 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.
- Applications from Recruitment Agencies will not be accepted