



VACANCY

RE-ADVERTISEMENT

REFERENCE NR	:	SMC/AITSD-/2017 X18
JOB TITLE	:	Agent: BPO Service Centre Services X18
JOB LEVEL	:	B5
SALARY	:	R 114,158.56 – R190, 264.27
REPORT TO	:	Team Leader: BPO Service Services
DIVISION	:	Network & Service Management
Department	:	Service Management Centre
LOCATION	:	SITA Centurion
POSITION STATUS	:	12 Months Fixed Term Contract (Internal / External)

Purpose of the job

To provide first call resolution service to all clients both internally and externally.

Key Responsibility Areas

Availability; Answer inbound calls; Quality of calls; Logged calls on ARS and/or ITSM7; First call resolution rate; First Line Support; Post call Survey; Cut Calls.

Qualifications and Experience

Minimum: Matric (Grade 12) **plus** a relevant recognised call centre training course. Related/equivalent qualification for this position: call centre qualification/certificate and A+/N+. **Experience:** 6 months Call Center experience and Language Proficiency.

Technical Competencies Description

Knowledge of: Telephony system; Customer management services; Operating Systems/Applications (ARS)/ITSM7; Policy, process and standards; Operational business rules and processes
Skills: Communication; Computer Literacy; Problem Solving and decision making skills; Interpersonal Skills; Numerical Skills; Self-management; Client orientation and Customer Service.

Other Special Requirements

Proficiency in English and one of the following languages:

- Sepedi X2
- SeTswana X1
- XiTsonga X1
- Afrikaans X3
- SiSwati X1
- TshiVenda X1
- IsiZulu X4
- IsiXhosa X3
- SeSotho X2

How to apply

Kindly send your CV to masoko.recruitment@sita.co.za

Closing Date: 21 August 2017



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.