



VACANCY -2106

REFERENCE NR	:	VAC01064/25
JOB TITLE	:	Customer Advocacy Administrator
JOB LEVEL	:	C4
SALARY	:	R 409 935 - R 614 903
REPORT TO	:	HOD Customer Advocacy
DIVISION	:	National and Regional Consulting
DEPARTMENT	:	Customer Advocacy
LOCATION	:	SITA Erasmuskloof
POSITION STATUS	:	Permanent (Internal & External)

Purpose of the job

To provide advanced support to the cluster advocates by performing administrative duties.

Key Responsibility Area

- Manage and handle queries of team members in relation to ERP (HR, OTL, I expense, project, Tele sales, Teleservices, Order Management, etc).
- 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 sub department.
- Arrange external customer meetings and coordinate all logistical arrangements for the sub department.

Qualifications and Experience

Minimum: National Diploma in 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: Knowledge of principles and practices of organisation, records management and general administration; Basic principles and practices of financial management; Business Processes; Knowledge of ICT environment; Project Management; Customer Relationship Management; Business Management ; People Management; Business Writing; Computer Literacy preferable ICDL; Office Management skills; Ability to operate standard office equipment; Customer Service Orientation.

Other Special Requirements

N/A

How to apply

To apply please log onto the e-Government Portal: **www.eservices.gov.za** and follow the following process;

1. Register using your ID and personal information;
2. Use received one-time pin to complete the registration;

3. Log in using your username and password;
4. Click on "Employment & Labour;
5. Click on "Recruitment Citizen" to create profile, update profile, browse and apply for jobs;

Or, if candidate has registered on eservices portal, access www.eservices.gov.za, then follow the below steps:

1. Click on "Employment & Labour;
2. Click on "Recruitment Citizen"
3. Login using your username and password
4. Click on "Recruitment Citizen" to create profile, update profile, browse and apply for jobs

For queries/support contact egovsupport@sita.co.za OR call 080 1414 882

CV`s sent to the above email addresses will not be considered

Closing Date: 28 January 2025

Disclaimer

SITA is an Employment Equity employer and this position will be filled based on the Employment Equity Plan. Correspondence will be limited to shortlisted 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 the right not to make an appointment.
- The appointment is subject to getting a positive security clearance, the signing of a balance scorecard 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.