



VACANCY - 1979

REFERENCE NR	:	VAC01171/24
JOB TITLE	:	Customer Operations Support
JOB LEVEL	:	C4
SALARY	:	R 409 935 - R 614 903
REPORT TO	:	Snr Manager PLC
DIVISION	:	National & Regional Consultant
DEPT	:	Coastal Region WC
LOCATION	:	SITA Western Cape
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 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
- 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

Required Qualification: 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.

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: 29 October 2024

Disclaimer

SITA is an Employment Equity employer, and this position will be filled based on the 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 applicant's documents (Qualifications), and reference checking.
- Correspondence will be entered to with shortlisted candidates only.
- CV's from Recruitment Agencies will not be considered.