



## VACANCY

<b>REFERENCE NR</b>	:	<b>VAC01380/22 - 1381/22</b>
<b>JOB TITLE</b>	:	<b>Customer Advocacy Administrator X2</b>
<b>JOB LEVEL</b>	:	<b>C4</b>
<b>SALARY</b>	:	<b>R 390 414 – R 585 621</b>
<b>REPORT TO</b>	:	<b>Cluster Advocate</b>
<b>DIVISION</b>	:	<b>National Consulting</b>
<b>DEPT</b>	:	<b>Customer Advocacy</b>
<b>LOCATION</b>	:	<b>SITA Erasmuskloof</b>
<b>POSITION STATUS</b>	:	<b>Permanent (Internal &amp; External)</b>

### Purpose of the job

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

### 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
- Arrange external customer meetings and coordinate all logistical arrangements for the sub department

### Qualifications and Experience

**Minimum:** 1 - 2-year National Certificate in a relevant discipline / NQF level 5.

**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:** 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.

**Technical competencies:** Customer Relationship Management; and General Administration

**Interpersonal/behavioural competencies:** Active listening, Attention to Detail, Analytical thinking, and Disciplined.

## **Other Special Requirements**

N/A.

## **How to apply**

1. To apply please log onto the e-Government Portal: [www.eservices.gov.za](http://www.eservices.gov.za) and follow the following process;
2. Register using your ID and personal information;
3. Use received one-time pin to complete the registration;
4. Log in using your username and password;
5. Select Recruitment Jobs;
6. Select Recruitment Citizen to browse and apply for jobs;
7. Once logged in, click the Online Help tab for support if needed.

For support contact the following people: Prudence.masola@sita.co.za, Masoko.rallele@sita.co.za and Zanele.sompini@sita.co.za

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

## **Closing Date: 10 March 2022**

## **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