



## VACANCY - 2046

REFERENCE NR	:	VAC01014/25
JOB TITLE	:	Customer Operations Support
JOB LEVEL	:	C4
SALARY	:	R 409 935 - R 614 903
REPORT TO	:	HOD Customer Operations
DIVISION	:	National & Regional Consulting
DEPT	:	Customer Operations
LOCATION	:	SITA Erasmuskloof
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.

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

**Interpersonal/behavioural competencies:** Active listening; Attention to Detail; Analytical thinking; Disciplined; and Resilience. Persuasive, Flexibility, Professionalism and Presentable; Emotional Intelligence, Research and Information Gathering, Investigative skills, Verbal and Written Communication, Business Acumen and being Proactive.

#### **Other Special Requirements**

N/A.

#### **How to apply**

To apply please log onto the e-Government Portal: **[www.eservices.gov.za](http://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](http://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](mailto:egovsupport@sita.co.za) OR call 080 1414 882

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

**Closing Date: 27 November 2024**

#### **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 the 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.