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: 02 April 2026

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.
- 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 performance contract, assessment recommendation, 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.