



## VACANCY

REFERENCE NR	:	VAC00703/23
JOB TITLE	:	Specialist Client Relationship Management
JOB LEVEL	:	C5
SALARY	:	R 455 638 – R 683 457
REPORT TO	:	Head of Department: Customer Operations
DIVISION	:	WC: PLC
DEPT	:	Coastal Region
LOCATION	:	SITA Western Cape
POSITION STATUS	:	Permanent (Internal & External)

### Purpose of the job

To lead customer relations management projects, customer operations assignments and financial reporting from conceptualization to implementation and play a pivotal role in enhancing and administering CRM systems, enforcing best practices, coordinating activities and improving productivity.

### Key Responsibility Areas

Provide support and assistance to the HOD Customer Operations. To apply customer relationship principles in order to engrave the constant implementation of the customer relationship management framework and business plans. Investigate and provide assistance in solving customer complex problems to ensure effective and efficient CRM service. Provide input to Customer Operations procedure, policies and standards. Developing customer relationship management feedback and complaint procedure. Provide detailed monthly Customer Operations data and analysis reports. Coordinate variety of special projects as requested, including system or process improvements, new retention categories, and joint projects with Service Management. Arrange work sessions and staff meetings with employees and coordinate all logistical arrangements for Customer Operations.

### Qualifications and Experience

**Required Qualification:** National Diploma in Commerce/Business Administration or equivalent.

**Experience:** 3-5 years working experience within Customer Relations Management in a Corporate/Public Sector Organisation, including 2 years working experience in a customer-facing environment.

### 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 of 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:** Business Writing, Customer Relationship Management, IT Project Management, IT Service Management, Project/Programme Management, IT Risk Management, Vendor/Supplier Management.

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

#### **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 queries/support contact [eRecruitmentSupport@sita.co.za](mailto:eRecruitmentSupport@sita.co.za)

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

**Closing Date: 26 April 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 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.
- CV`s sent to incorrect email address will not be considered