



## VACANCY

<b>REFERENCE NR</b>	:	<b>VAC01379/22</b>
<b>JOB TITLE</b>	:	<b>Specialist: Customer Advocacy</b>
<b>JOB LEVEL</b>	:	<b>C5</b>
<b>SALARY</b>	:	<b>R 455 638 – R 683 457</b>
<b>REPORT TO</b>	:	<b>HOD Customer Advocacy</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 lead customer advocacy projects and assignments 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

- To provide support and assistance to Customer Advocacy.
- To apply customer relationship principles in order to engrave the constant implementation of the customer relationship management framework and business plans
- Investigate and provide assistant in solving the customer complex problems to ensure effective and efficient Customer Advocacy service
- Develop and provide input to Customer Advocacy procedures, policies, and standards
- Developing Customer Advocacy feedback and complaint procedure
- Provide detailed monthly CRM data and analysis report
- Coordinate variety of special projects as requested, including system or process improvements, new retention categories, and joint projects with Service Management
- To manage non-key accounts.

### Qualifications and Experience

**Minimum:** National Diploma in Commerce/Business Administration at least NQF level 6.

**Experience:** 3-5 years working experience within Customer Relations Management in a Corporate/ Public Sector Organisation, including 3 years working experience as specialist/ practitioner in a Customer Relations Management with specialisation in Customer Relations Management.

### Technical Competencies Description

**Knowledge of:** Customer Service Management; Government Information Management; Business Development; Processes and procedure development and implementation; Understanding of Service Operations aligned to ITIL

good practice methodology; 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; Strong interpersonal skills; 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; Project Management processes.

**Technical competencies:** Architecture, Customer Advocacy Management (Consultancy), IT Project Management, IT Service Management, Project/Programme Management.

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

#### **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: 04 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