



Annexure A

JOB Profile

Call Management Administrator

1. POSITION DETAILS:

Position Title:	Call Management Administrator
Organisational Unit:	AFCA Harambe Business Unit

2. JOB DESCRIPTION:

MAIN JOB OBJECTIVES/PURPOSE OF THE JOB

Job Overview:

As a Call Management Administrator dedicated to the City of Ekurhuleni project, you will be responsible for supporting the efficient operation of the call management team. Your role involves administrative tasks, data management, and coordination to ensure the smooth flow of customer service operations within the Ekurhuleni project. You will work closely with the Call Center Supervisor and other team members to contribute to the overall success of the customer service initiatives in the City of Ekurhuleni.

Key Responsibilities:

Data Entry and Management:

- Accurately enter and maintain customer information, call records, and relevant data in the call management system specific to the City of Ekurhuleni.
- Regularly update and verify customer details to ensure the accuracy of the information within the Ekurhuleni project.

Documentation and Reporting:

- Assist in the preparation of reports on call center performance within the City of Ekurhuleni, including call volumes, issue resolution, and customer feedback.



- Maintain comprehensive and organized records of customer interactions and resolutions within Ekurhuleni.

Coordination and Communication:

- Collaborate with the Call Center Supervisor and other team members to facilitate the smooth flow of information within the City of Ekurhuleni project.
- Communicate effectively with team members to ensure accurate and timely dissemination of information.

Customer Interaction Support:

- Provide administrative support to call center representatives, including handling documentation and administrative tasks related to customer interactions within the City of Ekurhuleni.
- Assist in resolving administrative issues to maintain the efficiency of customer service operations in Ekurhuleni.

Quality Assurance Assistance:

- Support quality assurance initiatives by assisting in the monitoring of customer interactions and ensuring adherence to established standards within the City of Ekurhuleni.
- Assist in the documentation of quality assurance findings and recommended improvements within Ekurhuleni.

Training and Onboarding Support:

- Assist in the coordination of training programs for call center representatives within the City of Ekurhuleni, including administrative tasks related to training materials and scheduling.
- Support the onboarding process for new team members joining the Ekurhuleni project.

Qualifications:

- High school diploma or equivalent; additional education or certification in administration is a plus.
- Proven experience in an administrative role, preferably in a call center or customer service environment.
- Proficiency in data entry and experience with call management software.
- Strong organizational and multitasking abilities.
- Excellent communication skills, both written and verbal.
- Attention to detail and accuracy in data management.
- Familiarity with public transportation systems or call center operations is advantageous.



If you are interested in the position and meet the requirements, kindly forward your CV to recruitment@xtremetec.co.za

Please state in the subject line: Call Management Supervisor

If you haven't heard from us within 2 weeks, please consider your application unsuccessful.