



## Annexure A

### JOB Profile

#### Walk-In Centre Supervisor

##### 1. POSITION DETAILS:

Position Title:	Walk-In Centre Supervisor
Organisational Unit:	AFCA Harambe Business Unit

##### 2. JOB DESCRIPTION:

###### *MAIN JOB OBJECTIVES/PURPOSE OF THE JOB*

###### **Job Overview:**

**About Us:** Xtremetec Management and Consulting is a leading organization dedicated to providing exceptional services to the residents of the City of Ekurhuleni. We are currently seeking an experienced and motivated Walk-In Centre Supervisor to lead our team and ensure the smooth and efficient operation of our walk-in customer service center.

###### **Responsibilities:**

###### 1. **Supervision and Leadership:**

- Lead and supervise the daily operations of the walk-in centre, overseeing a team of customer service representatives.
- Provide guidance, support, and training to ensure staff members deliver excellent customer service.

###### 2. **Customer Service Excellence:**

- Ensure that all walk-in customers receive prompt, courteous, and effective service.
- Address customer inquiries, concerns, and escalations in a timely and professional manner.



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**3. Queue Management:**

- Implement effective queue management strategies to minimize wait times and optimize customer flow within the walk-in centre.
- Monitor and adjust staffing levels as needed to meet customer demand.

**4. Training and Development:**

- Conduct training sessions for walk-in centre staff to enhance their product knowledge, customer service skills, and procedural understanding.
- Implement ongoing training programs to keep staff updated on relevant information and best practices.

**5. Performance Monitoring:**

- Establish and monitor key performance indicators (KPIs) for the walk-in centre.
- Conduct regular performance evaluations and provide feedback to staff members to drive continuous improvement.

**6. Documentation and Reporting:**

- Maintain accurate records of walk-in centre activities, including customer interactions, feedback, and issue resolutions.
- Generate regular reports on walk-in centre performance for management review.

**Qualifications:**

- Bachelor's degree in Business Administration, Customer Service Management, or a related field.
- Proven experience in a supervisory role within a customer service or walk-in centre environment.
- Strong leadership and team management skills.
- Excellent interpersonal and communication skills.
- Ability to handle challenging customer interactions and resolve issues effectively.
- Familiarity with relevant technology and customer service software.
- Knowledge of relevant regulations and best practices in customer service.



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