



Position: Customer Service Administrator

Customer Services (Support Services)

Location: Claremont Head Office

Reporting to: Customer Services Manager

Responsibilities

To ensure all customer requests are actioned within specific lead times whilst constantly improving the customer experience

Key Performance Areas include:

- Order processing
- Queries
- Subscriptions management
- Papertrail and telephone calls

Competencies

- Advanced communication skills, both written and verbal
- Strong planning skills along with quality management orientation
- Intermediate level of computer literacy preferable (Integrated Accounting Packages beneficial, Word, Excel Advanced, PowerPoint, etc)

Attributes

- Excellent quality orientation/attention to detail
- Self-motivated and team worker
- Excellent communication skills, both verbal and written
- Excellent external and internal customer service orientation
- Analytical skills, with a proactive approach to problem solving
- High degree of responsiveness
- Energetic personality with a good disposition
- Team player

Please forward your CV to Deidre Marquard, Customer Services Manager,
dmarquard@juta.co.za

Applications close 14 December 2018