

AMAJUBA DISTRICT MUNICIPALITY

Amajuba District Municipality is an equal opportunity, affirmative action employer and also encourages applications from disabled persons.

DEPARTMENT: ENGINEERING SERVICES

CUSTOMER CARE CENTRE: SUPERVISOR X1:

Qualification: Matric and Post Matric qualification in Communications or related field would be advantageous.

Proficient in relevant computer applications and call centre systems.

Experience: Minimum of 3-5 years experience in a Water Environment of a Call Centre or related field.

Duties include the following (but not limited to):

- Manage and lead a team of call centre agents and dispatchers.
- Holistically control, manage and prioritise the team's operations.
- Monitor queues and track inbound calls. Keep agents aware of inbound calls, calls waiting, abandonment rates, etc.
- Monitor and manage all complaints logged and ensure that agents and dispatchers meet the Service Level Agreements and Standards.
- Take on calls that are out of the agents' skill level and be available when an agent appears to need assistance.
- Identify and manage priority issues and escalated complaints.
- Escalate matters that cannot be resolved at supervisor level.
- Where necessary, schedule existing staff to meet service level objectives.
- Communicate and coordinate with internal departments.
- Act as the first line of support to deal with conflict and dissatisfied customers.
- Responsible for coaching and mentoring of staff to support and acclimatise to the company culture and policies.
- Meet with the call centre agents and dispatchers on a weekly basis.
- Create effective channels of agent and dispatcher feedback.
- Keep track of attendance, daily statistics, paid time off, sick leave, etc.
- Administer training programs for new hires and existing staff.
- Coordinate performance meetings to reflect on weekly performance and identify performance gaps and solutions to improve performance.
- Establish monthly meetings with other departments to review the Call Centre operations, performance monitoring, evaluation and review with agents.
- Conduct quality assurance weekly on Voice Recorded calls.

Remuneration: R 260 646.21 p.a.

Applications consisting of a comprehensive CV and covering letter together with certified copies of qualifications/drivers license must reach the undersigned, no later than 12h00 on **22 May 2015** Enquiries *may be directed to the HR Department: 034-3297200 during office hours*. Facsimiles, emails or late applications will not be accepted. Only short-listed applicants will be contacted. If you are not contacted three months after the closing date, your application would have been unsuccessful.

**LM Africa
Municipal Manager**

**Amajuba District Municipality
Private Bag X6615
Newcastle 2940**