

CONNECTIVITY: PRODUCT ADMINISTRATOR

| Position | |
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| Location: | Bellville, South Africa |
| Date: | ASAP |
| Reporting To: | Connectivity Manager |
| Reporting to You: | None |
| Purpose | Responsible to process all two-way and premium rate SMS application forms, including setup and support of such services. |
| Key Responsibility Areas: | <ul style="list-style-type: none"> a) Receive, screen and verify data for all application forms. b) Process all applications to completion / activation of service. c) Liaise with Sales, Finance and clients as required, including providing regular status updates on applications which are in progress. d) Liaise with Suppliers in order to order and activate the requested services. e) Update dashboard & filing of all application forms. f) Process updates, changes and addendums to applications. g) Provide support where required. h) Produce monthly report. i) General administration work, provide statistics or information, and other ad hoc requests as required. |
| Core Competencies: | <ul style="list-style-type: none"> 1. <u>Excellent verbal communication</u>: good interpersonal and communication skills and able to communicate clearly. 2. <u>Excellent written communication</u>: ability to write clear and concise project reports, minutes, etc. 3. <u>Customer focus</u>: identify and effectively respond to the diverse needs of project customers. 4. <u>Team work</u>: able to work reliably and responsibly with colleagues and the project manager to achieve project and organisational goals. 5. <u>Strong technical skills</u>: Must be comfortable in Microsoft Windows environment with good working knowledge of the Internet, email (MS Outlook), MS Word, MS Excel and general computer concepts. |
| General Competencies: | <ul style="list-style-type: none"> 1. Computer literate (MS Word, MS Excel, MS Windows, Internet and Email). 2. Analysis and logic, systematic and orderly planning, attention to detail 3. Ability to work according to strict processes and timelines |
| Experience and Education: | <ul style="list-style-type: none"> 1. Experience in an IT and/or Telecoms related position would be advantageous, such as a technical helpdesk. 2. Require computing diploma/certificate |

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| Personal Characteristics: | Strong administration skills Attention to detail Self driven Good communicator Good interpersonal skills Positive outlook on life Assertive nature Logical thinker (strong troubleshooting skills) Customer service orientated Responsible and accountable Work / perform well under pressure |
| Special Requirements: | Regular and on time attendance. After hours availability if required. Perform on-call duties if required. |
| Note: | <p>To perform this job successfully, the individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge; skill and or ability required and are not intended to be an exhaustive list of all duties and responsibilities associated with this job.</p> <p>You will be required to perform all reasonable duties assigned to you or related or incidental to the proper completion of your job tasks;</p> <p>During a colleague's leave of absence from the company or during month end or peak business periods, you may be required to perform other job tasks upon reasonable request from your line manager.</p> <p>Relocation costs (if applicable) will be for own account.</p> |