



The Community Schemes Ombud Service Act (Act 9 of 2011) was promulgated on 11 June 2011 and provides for the establishment of the Community Schemes Ombud Service (“CSOS”) as a public entity. The CSOS has been classified as a Schedule 3A Public Entity in terms of the Public Finance Management Act (Act No.1 of 1999) (PFMA)

EXECUTIVE MANAGER: CORPORATE SERVICE

Reporting to the Chief Ombud, the role of the Executive Manager: Corporate Services is to provide support to the business units of the Community Scheme Ombud Service (CSOS), by providing Human Resources support, Marketing and Communications and Facilities Management.

Key responsibilities:

- Provide strategic leadership to the Corporate Services, namely Human Resources; Marketing and Communication, Facilities and Knowledge Management;
- Develop and implement Corporate Services strategies and plans;
- Manage Corporate Services budget, systems, processes and personnel to ensure effectiveness;
- Develop and implement a corporate services management strategy for the CSOS;
- Provide direction in terms of the departmental needs to support the overall strategy of the CSOS;
- Oversee transformation and organisational development programmes for the organization;
- Oversee the development and implementation of Human Resources, Communication and Marketing and Facilities management strategies for the CSOS;
- Oversee cost-effective, best practice and sustainable Human Resources, Marketing and Communication and Facilities management capability for the CSOS;
- Oversee the development and review of Corporate Services policies, processes and procedures in order to ensure good governance;
- Create business efficiency and continuously optimise the quality and impact of the Corporate Services function within the CSOS;
- Be responsible for organisational design and development,

Requirements:

- A Bachelor’s degree,
- A postgraduate Management degree or MBA would be preferred
- 10 years’ management experience,
- Working knowledge of the PFMA, Governance Report and the Labour Relations Act.
- Reporting and monitoring skills.
- Excellent knowledge and understanding of facilities management and the OHS Act;
- Excellent knowledge in managing Human Resources, Marketing and Communications and Facilities Management;

- Extensive knowledge of and experience in statutory reporting.
- Knowledge and understanding of the CSOS Mandate.

CALL CENTRE AGENTS (INBOUND)

Key responsibilities:

- Manage large amounts of inbound calls in a timely manner
- Effectively solving customer queries, complaints and inquiries
- Identify customers' needs, clarify information, research every issue and provide solutions and/or alternatives
- Building sustainable relationships and engage customers by taking the extra mile
- Keeping records of all conversations in the call center database in a understandable manner
- Meet personal/team qualitative and quantitative targets

Requirements:

- Matric
- Previous experience in a customer support role
- Strong phone and verbal communication skills along with active listening

Attributes

- Strong customer service skills
- Customer focus and adaptability to different personality types
- Excellent oral and written communication skills
- Ability to multi-task, set priorities and manage time effectively
- Target driven
- Team player
- Meeting deadlines and working under pressure
- High attention to detail and accuracy
- Willingness to work long hours at times;
- Able to work independently, with minimal supervision
- Professionalism

Enquiries: Ms Lindi Sibiya, Human Resources Manager, tel. (010) 593-0533.

Applications, including a covering letter and accompanied by a CV and certified copies of qualifications and ID, must be addressed to the Human Resources Manager, Ms. Lindi Sibiya and e-mailed to: recruitment@csos.org.za.

Successful candidates will be required to undergo a competency assessment, enter into a performance agreement and be subject to security clearance procedures.

Closing date for applications: 13 February 2018

Should you not hear from us within a period of 2 months of the closing date, please consider your application unsuccessful.