



PERMANENT POSITIONS

<u>Department:</u>	Metropolitan Trading Company (MTC)
<u>Position:</u>	Contact Centre Agents x4 (Permanent)
<u>Salary Range:</u>	Market Related Salary
<u>Division or Cluster:</u>	Operations
<u>Reports to:</u>	Contact Centre Supervisor
<u>Workplace:</u>	Braampark

BRIEF BACKGROUND OF METROPOLITAN TRADING COMPANY:

Metropolitan Trading Company (MTC) is an entity owned by the City of Joburg Metropolitan Municipality (the City) tasked with operating Johannesburg Broadband Network (JBN).

The aim of the JBN is to ensure the availability of affordable broadband connectivity throughout the City, which will support socio-economic development through accelerated growth, expanded productivity leading to enhanced quality of life for all. JBN is also aimed to lower the City's own operating costs whilst increasing access to telecommunications services for residents in the City. This will stimulate economic development in the City, reduce ICT costs and provide available broadband access to the industry.

The primary objectives of MTC are:

- To increase the competitiveness of existing businesses within the City.
- Increase the usage and penetration of high- speed broadband connectivity.
- Facilitate the growth and development of new and existing Information and Communication Technology (ICT) businesses.
- Improve the marketability of Joburg as an investment destination.
- Increase and accelerate access to the benefits of internet-based communication to achieve digital inclusion.
- Reduce the operating costs to the City and improve service delivery.

MTC is currently embarking on a recruitment process for the purposes of capacitating its resources to enable seamless operations.

Educational Requirements and Experience

- Grade 12 (NQF 4) / Customer Care/ Call Centre related qualification
- Call Centre experience
- Ability to work under pressure
- Good interpersonal and communication skills
- Computer literate

Short Detailed Job Description:

- Receive and log all calls in line with policies and procedures
- Resolve all calls either at first contact or through escalating according to procedure
- Answer queries and complaints and capture on the Document register
- Issue complainants with a reference number
- Manage and maintain customer expectations and requirements
- Make follow ups with complainants
- Escalate complaints to Service Desk Agents when necessary
- Ensure all outstanding calls are constantly monitored and followed-up
- Communicate with Customers continually with regarding the call status and successful call completion
- Draft daily reports on complaints received

For further information relating to Job Description and Specification, interested applicants can contact:

Contact Person: Viola Nzou
Tel No: (011) 431 1357

A comprehensive CV, certified copies of your Qualifications and certified ID copy should be emailed to:

E-Mail: recruitment1@tianaconsulting.co.za

PUBLICATION DATE: 07 NOVEMBER 2018

CLOSING DATE: 17 NOVEMBER 2018

VACANCY CIRCULAR: **MTC RECRUITMENT 003/2018**
