



PERMANENT POSITIONS

<u>Department:</u>	Metropolitan Trading Company (MTC)
<u>Position:</u>	Contact Centre Supervisor (Permanent)
<u>Salary Range:</u>	Market Related Salary
<u>Division or Cluster:</u>	Operational Director
<u>Reports to:</u>	NOC Manager
<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

- A related Diploma/ NQF Level 6
- Five (5) years in contact centre environment with at least 2 years at management level.
- Ability to work under pressure
- Good interpersonal and communication skills
- Computer literate

Short Detailed Job Description:

- Maintain up-to-date knowledge of industry developments and involvement in networks
- Ensure rendering of services in the Contact Centre
- Develop and oversee the implementation, of Contact Centre systems, technologies and strategies
- Ensure adequate staffing and the implementation of effective work schedules for the Centre at all times
- Develop and implement a processing and a database system
- Liaise with supervisors, agents and third parties to gather information and resolve issues
- Monitor random calls to improve quality, minimise errors and agent performance
- Handle the most complex customer complaints or enquiries
- Follow-up and ensure that all customer queries are resolved timeously
- Implement and manage a system to follow up on customer complaints
- Conduct customer satisfaction surveys
- Implement systems to monitor service delivery and customer satisfaction for the centre
- Record statistics, user rates and the performance levels of the Centre and prepare reports
- Recommend strategies and communicate customer needs to the centre staff to ensure understanding of the customers challenges and needs

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

Contact Person: Gugulethu Zwane
Tel No: (010) 980 0958

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

E-Mail: Hr@mtc.joburg.org.za

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CLOSING DATE: 30 NOVEMBER 2018

VACANCY CIRCULAR: MTC RECRUITMENT 029/2018

