

SENIOR CLERK 53000204

Job Purpose:

Responsible for providing clerical and administrative support to the Manager:Customer Service for the effective operation of the centres.

Key Responsibility Areas:

- Provides clerical and administrative support.
- Receives attendance registers, completed outstation forms and leave applications from various centres.
- Photocopying of documentation, faxing, responding to routine correspondence and filing.
- Monitoring receipt of statistical data from the centres and reporting thereon to the Manager (Customer Services).
- Attend to correspondence and telephonic enquiries.
- Gathers information regarding any aspect of the Customer Care Centres as directed by the Manager (Customer Services).
- Undertakes research as directed by the Manager (Customer Services).
- Conducts field duties with Manager (Customer Services)
- Arranges meetings for the Manager (Customer Services) and is responsible for minute taking of such meetings.

Essential Requirements:

- An appropriate level of secondary education.
- 6 Months relevant experience.

Preferred Requirements:

- Matric/Grade 12.
- 12 Months relevant experience.

This post reports to MANAGER (CUSTOMER SERVICES)