

JOB ADVERTISEMENT– CAMPAIGNS ANALYST

POSITION NAME:	CAMPAIGNS ANALYST
REPORTING LINE:	TEAM LEADER
DIRECT REPORTS:	NONE
SUBSIDIARY/ DEPARTMENT:	NTIYISO REVENUE CONSULTING
LOCATION:	TSHWANE

WHO ARE WE?

Ntiyiso Consulting Group is an authentically African and globally wired management consulting firm specialising in all major industries. We deliver sustainable solutions through three subsidiaries, viz. Ntiyiso Revenue Consulting, Ntiyiso Business Consulting and Ntiyiso Industrialization Consulting. Ntiyiso means 'TRUTH' in the Xitsonga language. Therefore, we are naturally inclined to deliver the most trusted solutions to our clients and at the heart of why we exist lies our purpose: to empower institutions that enable Africa's development.

JOB PURPOSE

As a Campaigns Analyst you'll be required to provide reporting and analytics through tools, portals and databases.

KEY RESPONSIBILITIES

- Takes personal responsibility for correcting customer service problems. Corrects problems promptly Follows up on customer queries, problems.
- Keeps customer up to date about progress
- Concern for Results/Standards: High concern for standards, delivery and outcomes.

- Actively monitors progress towards achievement of own goals. Takes appropriate action to ensure targets are met.
- Teamwork: As a team member, expresses positive expectations of others in terms of their abilities, expected contributions etc Speaks of team members in positive terms.
- Problem Solving: Identifies basic cause and effect relationships.
- Identifies root causes and can resolve at source to avoid re-occurrence. Normally right or wrong, with a few grey areas.
- Works within straightforward systems and procedures
- Pro-activeness: Sees an opportunity and takes action.
- Takes initiative, addressing current opportunities or problems.

JOB COMPETENCIES – SKILLS, KNOWLEDGE AND ATTRIBUTES

<u>Skills & Abilities</u>	<u>Professional Ethics/Behaviour</u>
<ul style="list-style-type: none"> • Clear voice + communication (Read+Speak+Write) • Speed & Accuracy (Data entry) • Computer literacy • Product Knowledge -municipal services; water, electricity, and sewage • Listening/ Attentiveness • Change Agile – Constant change • Language proficiency • Assertive Skills • Negotiation Skills • Team player 	<ul style="list-style-type: none"> • Positive Attitude • Handling customers with tact and respect • Dealing with stress and Pressure • Assertiveness • Willingness • Entrepreneurial flair • Empathetic

QUALIFICATIONS AND EXPERIENCE	
Essential Requirements	<ul style="list-style-type: none"> • Minimum 3 year Degree/ National Diploma • Additional Qualification - Business Management and/or Project Management is highly advantageous or equivalent qualification in required field, a qualification or certification in project management is an added advantage • Minimum 5 years' experience in Contact Centre environment
Other Requirements	<ul style="list-style-type: none"> • Excellent time management and organizational skills. • Strong customer service and communication skills. • Willingness to work in various weather conditions

WORKING CONDITIONS AND SPECIAL REQUIREMENTS	
Shift work, Overtime, Travel, Uniform, Special conditions	<ul style="list-style-type: none"> • Expected to work long hours
Duration of Employment	<ul style="list-style-type: none"> • Performance-based Fixed Term Contract

TO APPLY:

Please send your Curriculum Vitae and proof of qualifications to: careers@ntiyisoconsulting.co.za

Reference no: CA/ NRC/24

Available immediately.

Consider your application unsuccessful if you have not heard from us two weeks after closing.

CLOSING DATE:

Monday: 26 February 2024

17:00 (End of Business)