

JOB ADVERTISEMENT– QUERY ADMINISTRATOR

POSITION NAME:	QUERY ADMINISTRATOR
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

To recover and rehabilitate outstanding debt from consumers. Resolve Account Queries and be able to assist walk in customers at the Local Municipality.

KEY RESPONSIBILITIES

- Telephonically contact debtors to negotiate and arrange for payments on behalf our clients.
- Work on a query queue to resolve the account queries.
- Assisting walk in clients with queries and payment arrangements

JOB COMPETENCIES – SKILLS, KNOWLEDGE AND ATTRIBUTES

Skills & Abilities

- 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

Professional Ethics/Behaviour

- 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"> • Matric and relevant qualifications • 3 - 7 years' experience in debt collection specifically municipal debt • MS Office
Other Requirements	<ul style="list-style-type: none"> • Understanding /working knowledge of APT operations is advantageous. • Target driven • Innovative • Time Management • Able to resolve queries

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: QA/ 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)