

JOB ADVERTISEMENT– CONTACT CENTRE DEBT COLLECTION TEAM LEAD

POSITION NAME:	TEAM LEAD: CONTACT CENTRE – DEBT COLLECTION
REPORTING LINE:	CONTACT CENTRE MANAGER
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

A Contact Centre Team Leader supervises the day-to-day delivery of the contact centre processes and services. The team provides a customer service experience for customers needing assistance regarding their municipality accounts in line with Ntiyiso Consulting's operational excellence standards, procedural compliance and customer experience expectations. In addition, the Team Leader oversees the financial information analysis to make appropriate repayment agreements for customers with delinquent accounts. The main goal is to improve the cash position and reduce the debt book of the clients.

KEY RESPONSIBILITIES

TEAM MANAGEMENT

- Managing the day-to-day activities of the team
- Developing and implementing a timeline to achieve targets
- Conducting training of team members to maximise their potential
- Performance contracting and development
- Conducting quarterly performance reviews
- Managing cross-boundary relationships

QUALITY ASSURANCE

- Monitoring the implementation of the operations management recommendations
- Developing and presenting the summary reports, identifying consistent issues, and proposing solutions

QUERY MANAGEMENT AND RESOLUTION

- Resolving all escalated valid queries per debt debtor type, area and service types
- Ensuring that the clients are provided with feedback regarding the current query status
- Ensuring resolution of all pending status queries and reports

JOB COMPETENCIES – SKILLS, KNOWLEDGE AND ATTRIBUTES

Behavioural Competencies

- Communication Skills
- Delegation
- Professionalism
- Emotional Intelligence

Technical/ Proficiency Competencies

- Knowledge of municipal policies (credit control and debt collection)
- Ability to obtain customer details from the municipal finance system
- Good understanding of CRM practices and systems, such as APT & Presence Suite systems

<ul style="list-style-type: none"> • Proactive Self-starter • Multi-tasking • Ability to work under pressure • Results-driven • Adherence to company values • Risk and Compliance Management 	<ul style="list-style-type: none"> • Customer Orientation • Negotiation skills • Attention to detail • Influencing skills • Time management • Presentation skills • Problem-solving skills • Proficiency in business English and other South African official languages
QUALIFICATIONS AND EXPERIENCE	
Essential Requirement	<ul style="list-style-type: none"> • National Diploma/Bachelor's degree in Commerce, Finance, Economics, Business Management, Operations Management or related qualification. • 5 years prior experience in debt collection, customer service, call centre and/ or related work experience..
Desirable Requirements	<ul style="list-style-type: none"> • 15 years of experience in debt collection, customer service and call centre or related experience
Other Requirements are not prerequisite	<ul style="list-style-type: none"> • Registration with the debt collection council
WORKING CONDITIONS AND SPECIAL REQUIREMENTS	
Shift work, Overtime, Travel, Uniform, Special conditions	Expected to work long hours from time to time, sometimes shift work
Duration of Employment	Performance-based Fixed Term Contract

TO APPLY:

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

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

CLOSING DATE:

Monday: 19 February 2024

17:00 (End of Business)