



South African Nursing Council

(Under the provisions of the Nursing Act, 2005)

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Private Bag X132, Pretoria, 0001
Republic of South Africa

EXTERNAL ADVERTISEMENT

DEPARTMENT : FINANCE
POSITION : MANAGER: CLIENT SERVICES
ANNUAL CTC : R 652 567.93
CLOSING DATE : 9th OCTOBER 2017, AT 16H30

Minimum Requirements:

- A recognised 3 year Bachelor Degree in Communication, Marketing, Bcom in Business Management and Contact Centre Management or equivalent
- 5 years' experience in Client Services
- Minimum 3 years' experience in call centre environment
- Minimum 2 years sound management and reporting experience
- A Valid Driver's Licence

Competencies required:

- Call Centre Management skills
- Knowledge of Customer Relations Management Systems and processes
- Operational Knowledge of frontline, reception communication and internal telephone services
- Knowledge and in-depth understanding of Client Services, Call Centre related operational policies and procedures
- Working knowledge of financial principles and practices
- Working knowledge of human resource management principles and practices
- Excellent interpersonal and analytical skills.
- Innovative and creative.
- Excellent planning and organisation skills
- Ability to work under pressure and independently
- In-depth understanding policies, procedures, systems and best practices relating to Client Relationship Management including the following
 - Development and maintenance of high client services standards
 - Management of client expectations and measurement of client satisfaction
- Computer Skills (MS Office)
- Attention to detail
- Customer-service orientated skills
- Excellent verbal and written communication skills
- Managing individual and team performance
- Knowledge and understanding of statistics analysis
- Knowledge of relevant legislation relating to client service and the Nursing Act No.33 of 2005

VISION: Excellence in professionalism and advocacy for health care users

Key performance outputs:

- Set the standards for the delivery of client services and ensure that the team is fully capacitated to provide a proficient service
- Compile and maintain the body of knowledge required for service delivery to ensure that the team is duly updated on changes
- Ensure quality and compliance to service delivery standards through monitoring of :
 - Client queues (telephonic and front desk)
 - Recorded calls from call centre;
 - Front desk services provided; and
 - Electronic communication with SANC through email and Face Book page
- Conduct client satisfaction surveys to measure and establish levels of satisfaction for contact services provided
- Provide feedback to Management, call centre and front desk team on surveys conducted and develop improvement action plans for approval by Management
- Manage and maintain call centre, queue management and telephone management systems
- Ensure the call centre and front desk staff provides professional, efficient and friendly service to clients and visitors
- Ensure that the client receiving area is professional and welcoming at all times
- Develop and or update policies and procedures relevant to the area of responsibility
- Quality assurance of compliance to relevant policies, procedures and standards
- Institute and Monitor appropriate risk mitigation measures in area of responsibility
- Conduct research, review and benchmark various metrics related to output of area of responsibility in terms of good practice, client satisfaction, call centre performance management and recording systems or technologies
- Establishing technical specifications, and production, productivity, quality, and customer service standards
- Ensure that Recording statistics, user rates and reports on the performance levels of the Call Centre is/ are available on request
- Oversee Human Capital Management in the business unit relating to performance management, discipline and capacity building
- Oversee the effective allocation, monitoring and management of resources and budgets within the client services unit to ensure that they meet operational requirements

NB: Applications must be completed in full on the prescribed form, obtainable from the South African Nursing Council (SANC) website. Alternatively the application forms are also available at the South African Nursing Council, Cecilia Makiwane building, 602 Pretorius Street, Arcadia, 0083. Applications can be e-mailed to careers@sanc.co.za alternatively applications can be send via post to The Human Resource Department, Private Bag X132, Pretoria, 0001 or hand delivered at 602 Pretorius Street, Arcadia, Pretoria

Incomplete applications or those that do not meet the above requirements will not be considered.

All applications must be accompanied by certified copies of all relevant educational and professional qualifications together with an updated CV and certified copy of Identity Document. Foreign qualifications must be accompanied by a SAQA evaluation certificate.

Please note that correspondence will be limited to shortlisted candidates only; therefore, if you have not been contacted within two months after the closing date of this advertisement, accept that your application was not successful. The SANC is committed to employment equity and therefore people with disabilities people living with disabilities are encouraged to apply. Enquiries may be directed to Ms Veronica Mthethwa, at Tel no. (012) 426 9578. The South African Nursing Council reserves the right not to make any appointment.