

Job Title: Administration Manager

Salary: R288 000

Job Description

Efficient and effective management of sales and technical processes for the branch, including but not limited to:

- Sales lead processes
- Sales paperwork submission to OTC
- Technical installation bookings
- Stores picking slip processes
- Radio removal processes
- National Key account processes – technical
- Technical dealer processes
- Technician quote processes
- LSS processes
- Ensure maximum productivity of technical and sales resources
- Direct people management of sales and technical coordinators:
 - Complete all necessary paperwork for the successful recruitment of terminated staff or new positions which may become available
 - People management, including all HR related issues and staff development
 - Identify training and development needs among staff and coach accordingly
- Work closely with the staff members to identify and solve queries
- Managing matrix SLA's:
 - Action any specific SLA requirements for district
 - Hold functional teams accountable for delivery on SLA terms
 - Proactively establish and maintain effective working team relationships with all support departments
- Customer complaint handling:
 - Take ownership of escalated queries, ensuring resolution and follow up with customers
 - Assist District Manager and district staff to resolve complaints in an effective and efficient manner
- Ensure required EHS standards and targets are communicated, executed upon and achieved

Skills Required

- Matric
- 2-4 years managerial experience within a Sales and Services environment
- Technical service and installation administrative experience advantageous