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