

INTERNAL ADVERTISEMENT

A vacancy exists for a Temporary Regional Office Administrator in Port Elizabeth within ATM Solutions.

The purpose of the position is to provide administrative support to the branch by performing general office administration and assisting operations.

The responsibilities of the position include:

General Office Administration

- Scan, copy and fax
- Answering telephone
- Filing and general office upkeep
- Following up on queries etc.

Operations

- Logging incidents for all customer interactions and updating with the relevant information
- Opening tickets and informing Technicians of all project requests where required
- Provide feedback on uptime and transaction reports
- Telephonic troubleshooting where necessary
- Merchant calling
- Fiserv administration
- Monitoring and actioning critical sites
- Dispatching technicians
- CRV Management
- Geotab monitoring
- Nil transaction monitoring and updates

In order to be considered for the position, the following requirements must be met:

- Matric
- 3 to 4 years' experience as an Office Administrator / Dispatcher
- This position will be required to work over weekends and public holidays as per the roster
- MS Office experience, Advanced Excel would be an advantage

Behavioral Competencies:

- Planning & Organising
- Communication & Impact
- Customer Focus
- Problem-solving
- Initiating Action
- Coping with stress / change
- Team work
- Passion & Attitude
- Detail Orientation
- Computer Literacy
- Adaptability