



CPB VACANCY

Client Support Administrator

Key Performance areas:

- Assistance with client support, Admin, and reporting on the LUC portfolio.
- Assist with the growth of the portfolio and managing cancellations.
- Perform daily testing on Bureausuite, Admin and Management systems.
- Report any system issues to IT.
- Answering of phone calls and emails.
- General client support that also includes both telephonic and email support to clients with technical and user end difficulties.
- Manage client access.
- Data capturing
- Events business cards Management
- Training registers and printing thereof.
- Tickets logged to IT by the Client support department.
- RCADE Tracing from time to time
- Occasionally responsible to take meeting minutes.
- Processing of client agreements and addendums
- Filing.
- Support to designated Key Account Managers.
- Internal and External training registers.
- Logging tickets with IT.
- General reporting to supervisor and management.

Requirements:

- Grade 12
- Min 2 years industry experience
- Able to work independently and without supervision.
- Disciplined
- Excellent client liaison skills
- Ability to exceed target revenue goals

- Output driven mentality
- Strong negotiation and communication skills
- Ability to operate in a team-orientated environment
- Must be a methodical and meticulous worker
- Must be able to work well under pressure
- Advanced Computer Literacy levels

If you feel you meet the requirements and would like to apply, please take note of the following:

Please send a letter of application, your most recent CV, and a copy of your last payslip if applicable to vacancy@cpbonline.co.za.

Should you not hear anything from us within two weeks of submitting our CV, please accept your application as unsuccessful.