

VACANCY BULLETIN: STC 003/2023
METROPOLITAN TRADING COMPANY
SHORT-TERM CONTRACT EMPLOYMENT - (STC)



Metro Trading Company has the following short-term contract opportunities for a period NOT exceeding Twelve (12) months

Department: Metropolitan Trading Company (MTC)
Positions: Service Management Agent x2
Salary Range: Market-Related
Division or Cluster: Operations
Workplace: Braampark

Educational Requirements and Experience

- Bachelor of Commerce in Business Administration / NQF Level 7 in the related field
- 5-8 years of product experience in the ICT sector in Service Management
- A valid driver's license is essential
- Required to work extended hours

Short Detailed Job Description:

- Managing and leading staff within the principles of EPiC (Expectations, People, Conversations).
- Providing knowledge, experience, and advice to support staff in their role.
- Ensuring support staff have the skills and knowledge to deliver a quality service to the people being supported.
- Modelling best practice support and coaching others to achieve these standards.
- Taking responsibility for ensuring all staff follow safe work practices.
- Effectively managing risk
- Consistently looking at ways to improve the quality of our service.
- Managing resources (incl. financial, property, and staffing).
- Maintaining community connections and an awareness of the resources available to individuals.
- Provide supervisors or specialists with notes regarding the problem, steps they have already taken to resolve the issue, and their diagnosis of the user's problem.
- Engaging with community networks and other agencies

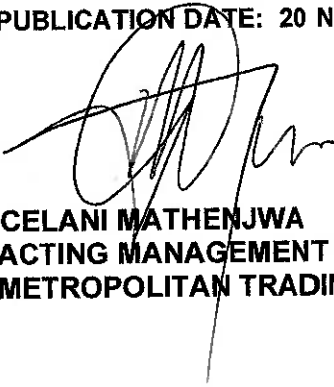
A comprehensive CV, certified matric certificate and certified ID copy should be emailed hr3@mtc.joburg.org.za

In terms of MTC's Talent Acquisition Policy, you hereby consent to the following risk checks should your application be shortlisted:

- Credit Record
- CV Validation and;
- Employment record verification
- Criminal check and;
- Identity Validation
- Qualification/ Academic Records

PUBLICATION DATE: 20 NOVEMBER 2023

CLOSING DATE: 01 DECEMBER 2023



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METROPOLITAN TRADING COMPANY