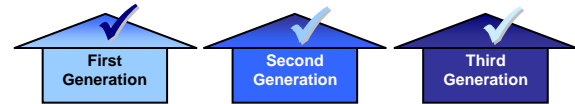


Job Title**Profile 04**

Operations Assistant

**Reporting Line**

COO

Role Purpose

To ensure the effective administrative functioning of the business through undertaking day to day administrative, technical and analytical functions and providing appropriate support to the COO

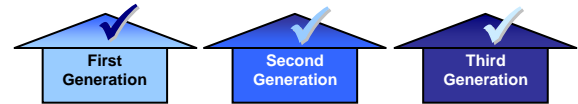
Role Deliverables

Key Performance Areas	Activities	Key Performance Indicators
Utility Management and Administrative Support	<ul style="list-style-type: none"> Water Charges – Compile water meter readings; create and import files into MDA. Create error reports and communicate with HM's and Service Provider. Manage Municipal Accounts. Monitor utility / Eskom rate report and escalate cost recovery issues to COO. Compile and monitor HP efficiency and cost recovery report. Monitor the Ekhwezi report and report issues to COO 	<ul style="list-style-type: none"> Water charges are accurately applied and managed. Account queries are made, followed up on and resolved. Account payments are up to date. Info in utility report is accurate and critical issues are red flagged. Report faulty water and or electricity meters. All prepaid meters are registered to the appropriate project and unit. Tampered meters are reported to COO
Telecommunication Administrative Support	<ul style="list-style-type: none"> Liaise with SP when Telkom mobile lines are non-operational. Manage upgrades of mobile phone lines. Report internet or phone line interruptions Monitor phone reports and report excessive usage. 	<ul style="list-style-type: none"> Resolve interrupted phone or internet service quickly. Upgrade phones prior to expiration of contracts. Intercept misuse of phone immediately.
Procurement and Supplier payment Administration.	<ul style="list-style-type: none"> Collate and create supplier payment batches and send to finance dept. twice weekly. Review supplier payment requests and obtain the necessary approvals from dept. heads before submitting for payment. Request for quotes from suppliers on COO's instruction. 	<ul style="list-style-type: none"> Submit payment batches to finance prior to deadlines. Pay suppliers in full only after sign-off and approval from dept. heads. Obtain 3 or more competitive quotes in order to ensure the best value for money.
Operations Meeting Administration	<ul style="list-style-type: none"> Take minutes in operations meetings Type minutes Distribute for finalization Finalize minutes and distribute as necessary 	<ul style="list-style-type: none"> Meetings minuted effectively Complete and corrected minutes and action items distributed to necessary recipients

Job Title

Profile 04

Operations Assistant



Role Requirements

Qualifications and Experience

- A minimum of a Grade 12 qualification is necessary
Experience in Technical analysis and administration is required.
Must have drivers license

Key Influencers

Internal

- Management
- All members of staff

External

- Business associates
- Government and Political organizations
- Provincial and National Government Departments
- Local Municipalities
- Suppliers
- Social Housing Membership Organizations

Competencies

Generic Skills

- Computer Skill – Excel (Intermediate)
- Communication Skills (Basic)
- Customer Service (Basic)
- Relationship Management (Intermediate)
- Teamwork (Basic)

Management and Leadership Skills

- Gathering and analysing information (Basic)

Attributes

- Interpersonal Skills
- Attention to detail