## Job Title

**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

<table>
<thead>
<tr>
<th>Key Performance Areas</th>
<th>Activities</th>
<th>Key Performance Indicators</th>
</tr>
</thead>
</table>
| Utility Management and Administrative Support | • 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 | • 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 | • 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. | • Resolve interrupted phone or internet service quickly.  
• Upgrade phones prior to expiration of contracts.  
• Intercept misuse of phone immediately. |
| Procurement and Supplier payment Administration. | • 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. | • 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 | • Take minutes in operations meetings  
• Type minutes  
• Distribute for finalization  
• Finalize minutes and distribute as necessary | • Meetings minuted effectively  
• Complete and corrected minutes and action items distributed to necessary recipients |
**Job Title**

Operations Assistant

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**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

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**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

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**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