Johannesburg Social Housing Company

61 Juta Street
Braamfontein
2094

PO Box 16021
New Doornfontein
2028

Tel 0861 JOSHCO
Tel +27 (0) 11 406 7300
Fax +27 (0) 11 404 3001
Email info@joshco.co.za
www.joshco.co.za

EXTERNAL ADVERT (Re -Advertisement) **23 November 2023**

The Johannesburg Social Housing Company SOC Limited (JOSHCO) mandate is to develop and manage affordable rental housing for the lower market as an integral part of efforts to eradicate the housing backlog of the City of Johannesburg. JOSHCO is a registered Social Housing Institution and is accredited by the Social Housing Regulatory Authority (SHRA).
We invite suitably qualified and experienced persons to apply for the following vacant position. (Those who applied previously need to re- apply)

Position : Call Center Agent x2
Employment Status : Permanent
Department : Corporate Services

Purpose of the Job: To interact with the customers and provide them with information to address inquiries regarding projects or products and services.

Responsibilities (but not limited to the following):

- Phones are answered promptly in a professional and polite manner
- Communication is clear accurate and resolved as quickly and efficiently as possible.
- Departing tenants are properly managed, deposits repaid, and matter is closed on CRM system
- Customer queries/ complaint data is properly recorded and maintained on the Customer Relationship Management System
- Compliance is maintained with all JOSHCO systems (performance management, HR, Finance, Stakeholder information, Property management, Communications, reporting etc.)
- Answer all calls according to JOSHCO standards
- Collect customer information and analyze customer needs make recommendations and refer to relevant department
- Prepare monthly reports by collecting and analyzing all matters
- Contribute to team effort by accomplishing related results as stipulated in Service Level Agreements as and when needed
- Attract potential customers by answering product and service questions, suggesting information about other products and services available.
- Maintains customer records by updating register on the CRM module. • Conduct Credit checks for potential tenants
- Resolve product or customer problems by:
    - clarifying the customer's complaint.
    - determining the cause of the problem.
    - selecting and explaining the best solution to solve the problem.
    - expediting correction or adjustment.

Executive Directors: Mr. Bongani Radebe (Acting CEO & ED), Ms. Nontobeko Ndimande (CFO & ED), Mr. Themba Mathibe (COO), Ms. Sesupo Bridgette Mbonambi (Chairperson & NED), Ms. Madonna Rangaka (Acting Company Secretary), Mr. Ingle Jnr Singh (NED), Mr. Henry Jerry Markus (NED), Mr. Tabane Manene (NED), Mr. Andre Smith (NED), Mr. Simon Clarke (NED), Ms. Jacelyn Scott (NED), Ms. Yolandi Erasmus (NED), Mr. Jacques Watson (NED), Mr. Simon Masemola (NED), Mr. Terry Tselane (NED), Ms. Simphiwe Mnisi (NED) Mr. Shane Makhate Nqakalatsane
Registration Number: 2003/008063/30

- record every interaction with customers and potential customers in the CRM module on Property Management System

Minimum job Requirements, interested applicants must be in possession of:

- Grade 12 or equivalent qualification at NQF Level 4 with a minimum of 120 credits
- A Certificate in Call Centre/Reception or Office Administration will be an added advantage
- 2 or more years' experience in a Call Centre environment
- Experience in MDA property management system is highly advantageous
- Ability to communicate in English (both written and verbal). Fluent in at least 2 African languages
- Experience in social housing environment would be advantageous

Application Procedure:

Please take note that only online applications will be considered. **Applicants are advised to use Google Chrome when applying for JOSHCO positions.** Please apply by using the following link below, by either copying the link onto browser or click on the link:

https://share-eu1.hsforms.com/1xidHaVHXTPOlEpb_xibv4Qew554

JOSHCO is an equal opportunity and affirmative action employer, and all appointments will be made in accordance with the Company's Employment Equity Plan to promote its representivity (race, gender, and disability). Correspondence will only be limited to shortlisted candidates and applicants who have not been contacted within 6 weeks should consider their applications unsuccessful. JOSHCO reserves the right not to make an appointment.

The Closing Date: 01 December 2023.

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