



a world class African city

**VACANCY BULLETIN:** 002/2024 REF: 001  
**DESIGNATION:** MANAGER: CUSTOMER INTERFACE  
**GROUP:** OFFICE OF THE CEO  
**DEPARTMENT:** RELATIONSHIP MANAGEMENT  
**REPORTING TO:** SENIOR MANAGER: CUSTOMER INTERFACE

**Appointment Minimum Requirements:**

- National Diploma (NQF6) in Communications/ Marketing Management/ Public Relations/ Media Studies or relevant equivalent
- 5 years' relevant experience, of which 3 years must be at a supervisory capacity

**Primary Function:**

Timeously deliver quality technical support service to City Power customers and proactively manage the strategic or reputation impacting customers.

**Key Responsibilities:**

Optimise existing processes within the company and actively enhance all Customer Success initiatives. Oversee the achievement and maintenance of customer Service Level Agreements. Ensure accuracy of reporting customer database. Identify customer service trends and determine system improvements. Improve customer service quality results by studying, evaluating, and re-designing winning processes and establishing and communicating service metrics and monitoring and analysing results. Develop and conduct customer service surveys. Ensure that customer service issues are attended timeously and provide appropriate resolution and alternatives. Identify, design and manage event/ programmes plans for external and internal events. Oversee the hosting of events and programmes for stakeholders. Oversee the brand awareness campaigns. Develop Corporate Identity (CI) guidelines and oversee the alignment with City of Johannesburg (CoJ). Plan, prioritize and delegate work tasks to ensure proper functioning of the division. Establish clear goals and process milestones in line with the business objectives. Adjust team strategies and initiatives to suit evolving customer requirements and opportunities for improvement. Develop, communicate and ensure effective review of the customer service policies and procedures as required by the company and the regulations. Identify and implement strategies to improve quality of service, productivity, and profitability. Manage customer escalations (reactive). Provide customer service that is available 24/7.

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**CLOSING DATE:** 26 December 2024 @17h00

**TO APPLY EMAIL:**

**ENQUIRIES:** 011 490 7687/ 7343/ 7099

[recruitment.officeofthceo@citypower.co.za](mailto:recruitment.officeofthceo@citypower.co.za)

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**NB: The City Power application form must be completed and submitted with the application to the relevant email address provided for the specific position. Failure to complete and submit the form will disqualify the applicant for consideration**

**Note:**

- City Power is an Employment Equity Employer; therefore, preference for this position will be given to candidates whose appointment will enhance representation (especially Gender and Disability).
- If you do not hear from us within 2 months of the closing date, you may assume that your application was unsuccessful.
- Applicants must note that further checks will be conducted once they have been shortlisted and that their appointment will be subject to positive outcomes on these checks, which include qualification authentication, criminal records and previous employment.
- City Power reserves the right not to fill the position or to re-advertise it. Where applicable, candidates may be expected to undergo psychometric assessments.
- It is the applicant's responsibility to have their foreign qualifications evaluated by the South African Qualifications Authority (SAQA) and to provide the evaluation results.
- Please include copies of your qualifications with your application.