



The South African Council for the Project and Construction Management Professions (SACPCMP) is a juristic person established by section 2 of the Project and Construction Management Professions Act (Act No.48 of 2000) which provides for statutory professional certification, registration and regulation of Project and Construction Management Professions in order to protect public interest.

Position: Administrator: CRM (5 Year Fixed Term) (2 Posts)

Salary- R 172 160.04 TCTC

Role Description:

The candidate will be responsible for the following:

CRM Administrator shall:

- Customer Relationship Management & Service Delivery
- Execute administrative duties in accordance with the CRM framework which entails a formalised customer and service level management process between the business and the organisation.
- Effectively communication with management and customers regarding services required by:
- Attend incoming calls, What's App queries and admin emails made by stakeholders.
- Attend all incoming calls that come through the switchboard and direct them to the right staff members.
- Receive admin emails and transfer to relevant departments and others we assist where we can. E.g., status, logins and submission of documents
- Uplift Customer Service by attending to all walk-in people.
- Resolve queries from registered persons and report to the CRM manager.

Requirements:

- Grade 12
- Recognised qualification in Customer Relations Management or any other relevant qualification.
- Minimum three (3) years' experience in Customer Service / Relations environment.
- Minimum three (3) years' experience in handling administrative functions.

Closing date: 9 October 2023

If you have not heard from us within 2 weeks of the closing date, regard your application as being unsuccessful. SACPCMP reserves the right to make appointments or not. Please clearly indicate the position you are applying for.

Please submit your CV and certified copies of your qualification to:

E-mail address: recruitment@sacpcmp.org.za

Address: 446 Rigel Avenue, Rigel Office Park, Erasmusrand, Pretoria, 0181