



City of Johannesburg
Pikitup

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VACANCY: GENERAL MANAGER: COMMERCIAL SERVICES

Date of the advert: 23 June 2023

Closing Date for application: 07 July 2023

Position : General Manager: Commercial Services
Department : Commercial Services
Location : Head Office
Level : Task Level 19 / E1
Reporting : Executive Manager: Commercial Services

The purpose:

The purpose of this role is to take the responsibility for Commercial Services Unit within the entity and grow its customer base to become one of the leading commercial services providers within the region.

Key Responsibilities

- ✓ Formulate and align departmental policy and strategy with Pikitup policy and Business plan.
- ✓ Provide strategic leadership: create an awareness of customer centred services.
- ✓ Ensure that all queries from commercial services customers are addressed timeously.
- ✓ Ensure that all service rendered to customers are billed and accounts statements are submitted to customers timeously.
- ✓ Design, build and run a profitable commercial business for Pikitup.
- ✓ Develop an implementable business case that supports the sale of a profitable suite of products and services to Johannesburg commercial customers – and in doing so increase the market share of Pikitup.
- ✓ Ensure that the business case aligns to the strategic intent of Pikitup and the vision of integrated waste management.
- ✓ Develop and implement / execute an effective and accurate collections strategy aligned to the revenue management plan to ensure optimal collections.
- ✓ Put measures in place to report on the financial performance of the unit.

Minimum Qualifications

- ✓ B Com accounting degree or equivalent. (NQF level 7)

Minimum Experience

- ✓ 8 years relevant experience in business/commercial services with 5 years managerial experience.
- ✓ Demonstrated track record in customer services, new product development, innovation, business improvement and commercialisation.
- ✓ Driver's license with access to own vehicle.

Preferences/Advantages

- ✓ Postgraduate and/or professional qualification (e.g CA(SA), MBA and/or others) would be an added advantage.
- ✓ 5 years' senior management level experience in a comparable environment.
- ✓ 10 years' relevant experience in commercial services.
- ✓ Experience in waste management.

Required Competencies

Knowledge

- ✓ Knowledge of the MFMA, Municipal system act (MSA).
- ✓ Knowledge of waste management services (Advantageous)

Skills

- ✓ Customer service skills.
- ✓ Strong managerial skills.
- ✓ Effective time management skills with the ability to multitask and follow through.
- ✓ Computer Literacy.
- ✓ Data analysis and reporting.
- ✓ Effective verbal and written communication skills.

Behaviours

- ✓ Strong customer service orientation.
- ✓ Responsibility and accountability.
- ✓ Confidentiality, tact and discretion when dealing with people.
- ✓ Attention to detail.
- ✓ Customer relationship Management.
- ✓ New product / service development.
- ✓ Sales and marketing.
- ✓ Revenue Management.
- ✓ Strategy Development, Planning and Reporting.
- ✓ Data analysis and reporting.

Particulars of advertiser:

Interested applicants must submit a comprehensive CV together with certified copies of identity document and qualifications to recruit112023@pikitung.co.za by no later than the **07 July 2023**. No late applications will be considered. Please ensure that the correct position is inserted in subject line of email. For enquiries contact **Shirley Tjiane 087 357 1086**.

- Please quote the above position name on all correspondence relating to this circular/ advert.
- Pikitup reserves the right not to fill any vacancies.
- Correspondence will only be entered into with shortlisted applicants. Should you not hear from us within **six weeks** after closing date of the advert please consider your application unsuccessful.
- By submitting your application for a position at Pikitup, you are consenting that the personal information submitted as part of your application may be used for the purposes of Recruitment and Selection and related process.

PIKITUP IS AN EQUAL OPPORTUNITY EMPLOYER AND IS COMMITTED TO EMPLOYMENT EQUITY PRINCIPLES AND REDRESSING THE IMBALANCES OF THE PAST. APPLICATIONS ARE WELCOME FROM ALL DESIGNATED GROUPS (AFRICAN, COLOURED AND INDIAN MALES, ALL FEMALES & PERSONS WITH DISABILITIES).