



## VACANCY RE-ADVERTISEMENT

REFERENCE NR	:	PROV/CSM/CCRM/WC X1
JOB TITLE	:	<b>Consultant: Client Relationship Management</b>
JOB LEVEL	:	<b>D2</b>
SALARY	:	<b>R 424 978.23 - R 708,297.04</b>
REPORTS TO	:	<b>Lead consultant Key client relationship</b>
DIVISION	:	<b>Western Cape Provincial Management</b>
DEPT	:	<b>Customer Service Management (Engagement Management)</b>
LOCATION	:	<b>Western Cape</b>
POSITION STATUS	:	<b>PERMANENT (Internal /External)</b>

### Purpose of the Job

To oversee, manage and execute projects / activities to establish relationship, monitor, measure, and maintain client contracts, in accordance with legislative requirements and best practices, to ensure that requirements are met.

### Key Responsibility Areas

Manage portfolio of customers to determine and assess existing customers needs, in order to provide effective course of action and a solution approach to deliver within existing contractual constraints, policies and SITA's commercial service catalogue. Oversee and ensure compliance in implementation and standardization of a professional engagement approach across all implementations in the province in order to deliver common and unified products. Build, manage and maintain strategic relationships with Government Departments including Strategic delivery partners (i.e. Suppliers) in order to continuously sustain the SITA business. Develop and manage existing strategic client business and grow business of allocated clients, through identifying opportunities, understanding business challenges, strategies and client objectives. Provide Management support and ensure implementation, adherence and compliance to the Engagement management methodologies and regulations. Manage, coordinate, analyse and identify the risks in order to minimise the service gaps with the aim of achieving the agreed service levels. Provide inputs to the budgeting process and drive the planned achievement of the targeted revenue as well as monitoring/controlling the budget to ensure that the expenditure is within the approved Budget.

### Qualifications and Experience

**Minimum:** National Higher Diploma/Degree in Commerce or an ICT related field and/or equivalent. **Experience:** **6 – 7 years** working experience in the engagement management/relationship management and or project management at a Senior Management level of managing Sales. The experience must include **5 years** as Manager in a corporate/public sector organisation.

### Technical Competencies Description

**Knowledge of:** Customer service management; Government Information Management; Business Development; Information Technology management; ICT solutions and services; Project Management methodology; Enterprise Project Management; Project Management Lifecycle; Knowledge of IT, Government ICT procurement processes, PFMA, SITA Act and Regulations, Basic understanding of Contracts, Strategic Planning and ITIL knowledge; Sales methodology and process. **Skills:** Application of project management methodology; Customer Services Management; Financial management principles methodology; Government Business Reference Model; Strategy Formulation and implementation; Capacity Planning and Resource Management; Policy Review & Implementation;

Business management , People Management, Financial Management, Negotiation ; Presentation, Business writing; Relationship management; Strategic Selling; Presentation Skills; Negotiation Skills; Marketing & Sales Strategy Skills.

### Other Special Requirements

The incumbent will be required to consult and interact with relevant Government Officials at all levels, GITO Bodies, Government Governance bodies, industry partner, standards generating bodies, accreditation and certification bodies at a senior management and executive level. The incumbent will be required to participate and provide input in implementation of Customer related strategies, SITA Sales Methodology and Sales Process. Must have strong sales and business management skills.

### How to apply

**SITA Employees – Kindly upload your CV on ECM Tool.**

**Internal Closing Date: 07 November 2014**

**External Candidates – Kindly apply via Pnet: [www.pnet.co.za](http://www.pnet.co.za)**

**Closing Date: 14 November 2014**



### Disclaimer

SITA is Employment Equity employer and this position will be filled based on Employment Equity Plan. Correspondence will be limited to short listed candidates only.

- If you do not hear from us within two months of the closing date, please regard your application as unsuccessful.
- Applications received after the closing date will not be considered, please clearly indicate the reference number of the position you are applying for.
- It is the applicant`s responsibility to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA).
- Only candidate who meet the requirements should apply.
- SITA reserves a right not to make an appointment.
- Appointment is subject to getting a positive security clearance, the signing of a balance score card contract, verification of the applicants documents (Qualifications), and reference checking.
- Correspondence will be entered to with shortlisted candidates only.
- **Recruitment Agencies are welcome to submit CV's on behalf of their candidates.**