

## CAREER OPPORTUNITY

The Council for Scientific and Industrial Research (CSIR) is a leading scientific and technology research organisation, implementing projects throughout Africa and making a difference in people's lives.

### Customer Relations and Quality Manager

#### About the job:

CSIR ICC has an opportunity for a **Customer Relations and Quality Manager** who will maintain a high percentage of repeat business by ensuring that all the centre's existing clients are looked after; that the Centre's products and services meets or exceeds standards; Customers' expectations are exceeded and feedback is obtained during and post event and used for continuous improvement as well as manage and implement the Centre's Quality Management System for continuous improvement. This position is based in Pretoria and includes weekend and evening work as required.

#### Key responsibilities:

- Manage and motivate the performance of the centre's receptionists to perform their best in carrying out their respective duties to ensure excellent customer satisfaction.
- Establish, implement and maintain operating standards, processes and procedures for the reception function to provide excellent reception service at the centre and support for its clients.
- Establish, implement and maintain operating standards, processes and procedures for the customer relations function to proactively provide value-added services to clients; proactively identify unusual requirements or threats; provide an effective channel to gather and use customer feedback for the continuous improvement of the quality of the total product offered by the centre; and ensure the daily satisfaction of clients.
- Coordinate and oversee operational matters such as the lost property procedure, the implementation and communication of Protocol standards across all centre departments to ensure that it complies with State and International Protocol standards at all times; provide value-added services to client such as parking shuttle services to overcome product weaknesses in the interests of keeping the centre competitive; responsible for logistics and other potential problems with other users of the site such as the CSIR Club and Entabeni; and resolve clients' daily problems and emergencies escalated to the level of management.
- Contribute to the credibility of the centre's brand by ensuring appropriate recognition on grading schemes, award schemes, quality and other systems, and growing staff brand loyalty through ad hoc initiatives.
- Manage the Centre's Quality Management system to ensure efficient, effective operations and contribute to continuous improvement
- Plan and implement promotional activities as part of the marketing and sales plan.
- Develop and communicate value-adding client products/services such as, Bureau de Change, travel agencies, car rentals and establish good relationships with suppliers for mutual benefit.

- Monitor and control the Customer Relations budget and assets to minimise risk to the CSIR.
- Contribute to the annual strategic planning process through reports, information, ideas and budget formulation to ensure that the centre remains competitive and able to grow.
- Establish and maintain a healthy working environment in support of good employee relations and cross-functional teamwork to assist in achieving the centre's goals.
- Manage the Human Resources Management Portfolio
- Manage the feedback IT system with CSIR ICT

### Qualifications, skills and experience:

- National Diploma in Customer Relations/Customer Care or Hospitality Management
- Three years' experience in the conference and/or hospitality industry.
- Event management.
- Knowledge of customer relations/customer care.
- Management experience.
- Knowledge of the conference industry.
- Protocol/international relations knowledge.
- Experience with quality management and related systems and theory
- Customer focused.
- Problem-solving skills.
- Adaptability.
- Good decision-making skills.
- Friendly disposition.
- Ability to deal positively with stressful situations.
- Conflict management skills.
- Attention to detail.
- Listening and communicating skills.
- Good interpersonal skills.
- People orientated.

Should you meet the above requirements, please email your CV to [jobapplications@csir.co.za](mailto:jobapplications@csir.co.za) with your name and surname, position title and reference number in the subject line, (**eg. John Smith: Job title: Reference No: 309537**)

**Closing date: 19 November 2018**

**PLEASE NOTE THAT FEEDBACK WILL BE GIVEN TO SHORTLISTED CANDIDATES ONLY.**

For more info, please contact the CSIR Recruitment Centre on **012 841 4774** or email us at [Recruitmentinfo@csir.co.za](mailto:Recruitmentinfo@csir.co.za)

*The CSIR is an equal opportunity employer. As such, it is committed to the Employment Equity Act of 1998. By applying for this position at the CSIR, the applicant understands, consents and agrees that the CSIR may solicit a credit and criminal report from a registered credit bureau and/or SAPS (in relation to positions that require trust and honesty and/or entail the handling of cash or finances) and may also verify the applicant's educational qualifications and employment history. **The CSIR reserves the right to remove the advertisement at any time before the stated closing date and it further reserves the right not to appoint if a suitable candidate is not identified.***

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*The CSIR gives preference to candidates who meet the job requirements and who will add to the cultural and gender diversity of the organisation. By applying for this position at the CSIR, the applicant understands, consents and agrees that the CSIR may solicit a credit and criminal report from a registered credit bureau and/or SAPS (in relation to positions that require trust and honesty and/or entail the handling of cash or finances) and may also verify the applicant's educational qualifications and employment history. **The CSIR reserves the right not to appoint if a suitable candidate is not identified.***