

## INTERNAL / EXTERNAL JOB VACANCY

**DATE ADVERTISED:** 09 October 2020  
**POSITION:** Helpdesk Agent  
**LOCATION:** Nelspruit Regional Office  
**REPORTING TO:** Helpdesk Manager  
**CLOSING DATE:** 22 October 2020

### Requirements:

1. **Qualification:**
  - Grade 12 / Matric
  
2. **Experience:**
  - Minimum of 1-year hands on experience in customer service and admin
  - Excellent computer skills
  
3. **Other requirements:**
  - Clear criminal and ITC record
  - Proficient in English & Portuguese (verbal and written)
  - Excellent writing and verbal skills
  - Sound knowledge of electronic and social media platforms
  - Valid driver license and be willing to travel should the need arise
  - Own reliable vehicle
  - Residential area – Nelspruit
  - Proof of residence
  - Ability to work 8-hour night shifts and weekends
  
4. **Job Competencies:**
  - People management skills
  - Excellent customer service skills
  - Mature demeanor
  - Be able to handle routine
  - Be able to perform at a high standard
  - Organizational skills
  - Self-motivated individual
  - Team player
  - Be able to work under pressure
  - Listening skills
  - Time Management
  
5. **Key Performance Areas:**

The incumbent will need to be able to fulfill the following functions:  
(This list is indicative of the role, but fulfilling the role is not necessarily limited to this list)

  - Road User assistance
  - Handling Help Desk calls & queries & resolving them
  - Communication with CCC's; route patrols & other relevant parties
  - Document control, recording & administration
  - Manage incidents
  - Administration
  - Reports
  - Multimedia communication

Applicants who comply with the above requirements may forward a detailed CV (with contactable references); a **letter of motivation** and **copies of their qualifications** if they wish to be considered for the position to **Fax No. 087 942 6267** or **email at hr@tracn4.co.za on or before the/on the closing date.** *Notwithstanding any representation to the contrary, no employment contract will come into effect until a written offer has been made by the company to, and accepted in writing, by the applicant.*

***If no reply has been received 5 days after the closing date, please consider your application as unsuccessful.***

***Candidates of Indian, Coloured and White race categories are encouraged to apply***