



**BACK OFFICE CLERKS X 3 - CIRCULATION & SUBSCRIPTIONS**  
**(B Band)**

As part of the S189 Restructure process, the above vacancies have become available within the Circulation & Subscriptions department. The Back Office Clerks will be located in Durban & is responsible for providing a support role, in assisting the Subscriptions Operations Manager with effectively handling complaints and follow up on serious subscriber complaints.

**Responsibilities**

- Provides Customer Service
- Query Resolution - effectively resolves & follow up of all complaints
- Performs Administrative Functions

**Minimum Requirements**

- Must possess a matric qualification with maths or equivalent.
- Must have 3 years working experience within the subscription department having excellent knowledge & understanding of the subscription operations and procedures
- Must have 3 years Customer Service experience
- Previous administrative experience is essential
- Sound knowledge of MS-Office (Excel, Word, Access, Outlook & Windows S/ware)
- Good knowledge of Subscriptions Systems (CDM, Matrix)
- Must be able to run delivery documentation on the Matrix Subs system

**Required Competencies**

- Proactive
- People Oriented
- Good listening skills
- Good oral communication
- Team player
- Problem solver
- Excellent time management
- Excellent written communication
- Customer Service orientated
- Good presentation skills

**Independent Newspapers is committed to its Employment Equity and Affirmative Action plans.**

All interested and suitably qualified applicants must submit a completed application form by no later than 12h00 noon on **Wednesday, 06<sup>th</sup> November 2024** to Human Resources at:  
vacancieskzn@corporateservice.co.za