



CUSTOMER SERVICE & SUBSCRIPTIONS SALES SUPERVISOR - CIRCULATION & SUBSCRIPTIONS (C band)

As part of the S189 Restructure process, the above vacancy has become available. The successful incumbent will be located in Durban & will be responsible for the supervision & management of the subscriptions call centre and telemarketing department. This in ensure that the call centre staff provide high quality customer care to all Subscribers nationally & to increase growth revenue by managing the outbound telesales sales team to grow, increase & maintain the subscriber base.

Key Responsibilities

- Effective supervision and management of the telemarketing & subscription customer service department
- To achieve subscription sales targets
- Initiates processes to increase subscription sales
- Providing of high quality customer service to Subscribers
- Perform Financial functions i.e budgets, monitoring expenditure
- Internal & External liaison with all stakeholders
- Performs Administration Functions

Minimum Requirements

- Must possess a matric qualification with maths or equivalent.
- Must have a tertiary qualification in management
- Must have 5 years working experience within subscription department having excellent knowledge of the subscriptions operations and procedures
- Must have 5years Customer Service experience
- Must have 5 years supervisory experience in managing and leading staff within a call centre environment
- Previous administrative experience and basic accounting skills are essential
- Must have strong working experience and knowledge of Matrix and CDM
- Sound knowledge of MS-Office (Excel, Word, Access, Outlook & Windows S/ware)

Required Competencies

- Proactive
- People Oriented
- Good listening skills
- Strong leadership skills
- Coaching & Mentoring Skills
- Good oral communication
- Team player
- Problem solver
- Excellent time management
- Excellent written communication
- Customer Service orientated
- Good presentation skills

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