



**SUBSCRIPTIONS OPERATIONS RELATIONSHIP MANAGER - CIRCULATION & SUBSCRIPTIONS**

**(C Band)**

As part of the S189 Restructure process, the above vacancy has become available within the Circulation & Subscriptions department. The Subscriptions Operations Relationship Manager will be located in Durban & is responsible for managing the SLA distribution of subscriber copies and ensures smooth functioning of the Delivery operations in that papers are delivered on time and in good condition and at the lowest distribution cost per copy.

**Responsibilities**

- Ensure deliveries to subscribers are conducted timeously and cost effectively within required Service level
- Manage all aspects of the Home Delivery Operation, including a team of office & field staff (delivery contractors)
- Plans and coordinates special sales and marketing drives within the CIA operation
- Performs Administration Functions
- Customer Services
- Performs Financial Functions, this includes budgets, preparation of commission schedules

**Minimum Requirements**

- Must possess a matric qualification / on the job experience.
- Must have 5 years working experience within subscriptions delivery with excellent knowledge of the subscription operations and procedures
- Must have 5 years Customer Service experience
- Must have 5 years management experience in managing and leading a team of staff
- Previous administrative experience and basic accounting skills are essential
- Sound knowledge of MS-Office (Excel, Word, Access, Outlook & Windows S/ware)
- Good knowledge of the Durban geographic areas
- Valid driver's licence with own transport

**Required Competencies**

- The ability to set and monitor budgets
- Excellent planning and organising skills
- Good communication skills with a strong writing ability
- Good people management skills
- Integrity and confidentiality
- Proactive with initiative and ability to work under pressure
- Understanding and adherence to policies and procedures
- Analytical skills
- Team orientation
- Excellent organizational and administrative skills
- Self-motivated and driven individual with a strong personality
- Ability to follow up and attention to detail
- Assertive with impeccable interpersonal skill with clients and staff at all levels

**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:  
[vacancieskn@corporateservice.co.za](mailto:vacancieskn@corporateservice.co.za)