



**SUBSCRIPTIONS ADMIN CLERK X 2**  
**B2 – B5**

As part of the S189 Restructure process, the above vacancies have become available. As a Subscriptions Admin Clerk. The successful incumbent will be responsible for providing support to the Subscription Finance Supervisor on all Subscription and Matrix System processes and related journal entries.

**Responsibilities:**

- Process debit order and credit cards runs on Matrix (daily and weekly)
- Ensure that all Debit order and credit card rejections are dealt with timeously
- Allocate all BSR payments to Matrix
- Ensuring day end runs on Matrix are completed punctually
- Handling all customer queries efficiently
- Process cancellations on Matrix and follow through with refunds to subscribers
- Ensure CDM queues are attended to timeously
- Process all subscription related invoices in conjunction with Sage Debtors Manager
- Maintain a proper filing system on our shared drives as directed by Subscription Finance Supervisor
- Provide information to Subscription Finance Supervisor for progressive dashboard stats
- Provide customer care services
- Provides support to the Subscriptions Customers Services Team (based in KZN) in terms of queries , payments, journals , GL codes etc
- Identify any risk in the Subscription processes and bring it to the attention of Management immediately
- Liaison with all stakeholders namely internal departments , subscribers , suppliers and other proprietors etc
- Report to the Subscriptions Finance Supervisor and support with ad hoc projects as and when required with a view to being incorporated into the Group Circulation and Distribution Finance structures

**Minimum Requirements**

- Matric
- 5 years admin and customer service experience within a large organisation

**Required Competencies**

- Must have the ability to think creatively.
- Be a self - starter that shows initiative and ability to work independently.
- Be extremely motivated and driven to work in a highly pressurised fast pace environment.
- Be highly flexible working long, irregular hours nightshift, weekends and public holidays
- Be prepared to travel long distances across the province and country.
- The ability to work under constant deadlines pressure

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

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