

**VACANCY BULLETIN: STC 001/2024**  
**METROPOLITAN TRADING COMPANY**  
**SHORT-TERM CONTRACT EMPLOYMENT - (STC)**



Metro Trading Company has the following short-term contract opportunities for a period NOT exceeding Twelve (12) months

**Department:** Metropolitan Trading Company (MTC)  
**Positions:** Service Management Agent x2  
**Salary Range:** Market-Related  
**Division or Cluster:** Operations  
**Workplace:** Braampark

**Educational Requirements and Experience**

- Bachelor of Commerce in Business Administration / NQF Level 7 in the related field
- 5-8 years of product experience in the ICT sector in Service Management
- A valid driver's license is essential
- Required to work extended hours

**Short Detailed Job Description:**

- Managing and leading staff within the principles of EPiC (Expectations, People, Conversations).
- Providing knowledge, experience, and advice to support staff in their role.
- Ensuring support staff have the skills and knowledge to deliver a quality service to the people being supported.
- Modelling best practice support and coaching others to achieve these standards.
- Taking responsibility for ensuring all staff follow safe work practices.
- Effectively managing risk
- Consistently looking at ways to improve the quality of our service.
- Managing resources (incl. financial, property, and staffing).
- Maintaining community connections and an awareness of the resources available to individuals.
- Provide supervisors or specialists with notes regarding the problem, steps they have already taken to resolve the issue, and their diagnosis of the user's problem.
- Engaging with community networks and other agencies

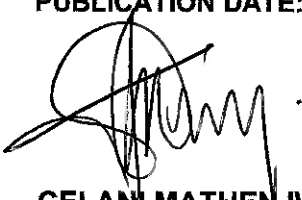
A comprehensive CV, certified matric certificate and certified ID copy should be emailed [hr3@mtc.joburg.org.za](mailto:hr3@mtc.joburg.org.za)

In terms of MTC's Talent Acquisition Policy, you hereby consent to the following risk checks should your application be shortlisted:

- Credit Record
- CV Validation and;
- Employment record verification
- Criminal check and;
- Identity Validation
- Qualification/ Academic Records

PUBLICATION DATE: 30 APRIL 2024

CLOSING DATE: 14 MAY 2024



**CELANI MATHENJWA**  
**ACTING CORPORATE STRATEGY AND REPORTING**  
**METROPOLITAN TRADING COMPANY**