



## PERMANENT POSITIONS

<b><u>Department:</u></b>	<b>Metropolitan Trading Company (MTC)</b>
<b><u>Position:</u></b>	<b>Account Manager (Permanent)</b>
<b><u>Salary Range:</u></b>	<b>Market Related Salary</b>
<b><u>Division or Cluster:</u></b>	<b>Operations</b>
<b><u>Reports to:</u></b>	<b>GM: Business Development Manager</b>
<b><u>Workplace:</u></b>	<b>Braampark</b>

### **BRIEF BACKGROUND OF METROPOLITAN TRADING COMPANY:**

Metropolitan Trading Company (MTC) is an entity owned by the City of Joburg Metropolitan Municipality (the City) tasked with operating Johannesburg Broadband Network (JBN).

The aim of the JBN is to ensure the availability of affordable broadband connectivity throughout the City, which will support socio-economic development through accelerated growth, expanded productivity leading to enhanced quality of life for all. JBN is also aimed to lower the City's own operating costs whilst increasing access to telecommunications services for residents in the City. This will stimulate economic development in the City, reduce ICT costs and provide available broadband access to the industry.

The primary objectives of MTC are:

- To increase the competitiveness of existing businesses within the City.
- Increase the usage and penetration of high- speed broadband connectivity.
- Facilitate the growth and development of new and existing Information and Communication Technology (ICT) businesses.
- Improve the marketability of Joburg as an investment destination.
- Increase and accelerate access to the benefits of internet-based communication to achieve digital inclusion.
- Reduce the operating costs to the City and improve service delivery.

MTC is currently embarking on a recruitment process for the purposes of capacitating its resources to enable seamless operations.

### **Educational Requirements and Experience**

- Degree in Business Administration Sales and Marketing/ NQF level 7
- At least five (5) years' related experience.
- Two (2) years' experience at a senior level.
- Ability to work under pressure.
- Systematic workflow.
- Good interpersonal and communication skills
- Computer literate.
- Must have a driver's license

### **Short Detailed Job Description:**

- Update Customer Database and the nature of their requirements
- Schedule follow up meeting with the Customers and explore the customer's requirements in detail and discuss potential options available
- Meet with the customer to capture requirements and develop detailed understanding of the requirements
- Based on the detailed customer requirements Network Services develop a high-level solution for the proposed solution
- Develop proposals and draft contracts for customers
- Negotiate on the Terms and Conditions of the contract if necessary
- Review the list of current customer contracts to identify which of these will be expiring within 30 days.
- Notify legal, NOC and Service Manager on the outcome of the contract extension negotiations.
- Maintain regular contact with customers to identify changing requirements and any potential problems
- Analyse all information related to Service Level Agreements degradation or violation and take the appropriate actions
- Follow up actions to ensure that the customer is satisfied with the resolution of the problem
- Keep customers informed of any planned scheduled events likely to impact delivery of the customer's service
- Ensure that the appropriate level of coverage is given to both buying and potential customers within the customer platform, in order to develop profitable growth
- To actively and effectively demonstrate, service, train and where necessary, test products
- To ensure the knowledge and skills necessary are continuously developed for the benefit of the customer, the company and yourself
- To utilize the elements of the sales Management Process (SMP) to effectively analyse, implement and control opportunities within the territory
- To support the finance department in the collection of due and overdue payments
- To ensure all MTC documents/information is maintained and submitted to the necessary deadlines
- To ensure compliance with all MTC policies and procedures.
- Live the MTC culture and values in daily tasks on jobsites, with customers and team members.
- Receive notification that a customer's SLA may be affected in order for prompt communication to the client
- Inform the customer of the impact once a fault that may/is affected the SLA has been identified
- Follow up actions to ensure that the customer is satisfied with the resolution of the problem.
- Keep customer informed of any planned maintenance or other scheduled events likely to impact the delivery of the customer's service
- Identify changes that have to be made to the network that have been identified internally and not ones that have been called in or noted by the customer

**For further information relating to Job Description and Specification, interested applicants can contact:**

**Contact Person:** Viola Nzou  
**Tel No:** (011) 431 1357

**A comprehensive CV, certified copies of your Qualifications and certified ID copy should be emailed to:**

**E-Mail:** [recruitment1@tianaconsulting.co.za](mailto:recruitment1@tianaconsulting.co.za)

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VACANCY CIRCULAR: **MTC RECRUITMENT 006/2018**

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