



## City of Johannesburg Pikitup

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# VACANCY: EXECUTIVE MANAGER: COMMERCIAL SERVICES

Date of the advert: 23 July 2021

**Closing date for applications: 06 August 2021**

Position	: Executive Manager: Commercial Services
Department	: Commercial Services
Location	: Head Office
Level	: Executive
Fixed Term Contract	: 5 years
Reporting to	: Managing Director

The purpose of the role is to take the responsibility for Customer Relationship Management at Pikitup through the resolution of queries, revenue management, and customer feedback. Responsible for identifying new commercial activities and driving business growth. To grow Pikitup Commercial Services that will place the company as a market leader in waste management within the City of Johannesburg.

### Key Responsibilities:

#### Strategy

- Formulate and align departmental strategy with Pikitup policy and strategy and business plan
- Align department resources to strategy
- Provide strategic leadership: create an awareness customer centred service delivery
- Develop and implement commercial strategies to accelerate business growth and increase revenue
- Develop plans for expansion and business development
- Create and design the marketing strategic plan to achieve the company strategic and business objectives.

#### Customer and Stakeholder

- Responsible for tracking, escalating and ensuring the resolution of all Pikitup customer queries
- Oversee the correct installations of all revenue services on customer bills

- Responsible for reaching or exceeding budgeted financial goals in one or more of Pikitup's key customer retention strategies
- Responsible for conceptualizing and managing a diverse range of customer campaigns and initiatives.
- and presenting proposals, overseeing the creative and production processes and championing successful execution
- Build and retain profitable partnership with stakeholders
- Develop and implement Stakeholder Relations Programmes
- Conduct regular stakeholder satisfaction surveys
- Identify requirements of existing customers and ensure customers satisfaction
- Developing structures for products or services for commercial customers.

### **Management of the Pikitup Commercial Offering**

- Develop an implementable business case that supports the sale of a profitable suite of products and services to Johannesburg commercial customers and in doing so increase the market share for Pikitup
- Ensure that the business case aligns to the strategic intent of Pikitup and the vision of integrated waste management
- Build a detailed, bottom-up annual budget for areas of responsibility. Supply key inputs to the quarterly reforecast, using the most accurate, up-to-date information available. Be prepared to discuss assumption used for developing budgets and forecasts
- Working with operation to develop and maintain a customer focused attitude towards activities, concentrating on those that most strongly contribute toward improving customer lifetime value.

### **Financial Management**

- Develop Commercial Services budget in line with operational plan
- Report on Financial performance of Commercial Services
- Monitor Commercial Services expenditure against budget

### **Minimum Requirements:**

#### **Minimum Qualifications & Experience**

- Postgraduate degree in Marketing or Sales –strong focus on financial elements and customer care.
- In depth knowledge of the stakeholder environment
- In-depth understanding of commercialization or operationalization of products and services
- Demonstrate track record for customer services, new product development, innovation, business improvement and commercialisation
- Qualification in Municipal Financial Management Act (MFMA), candidates who do not possess this qualification will be required to acquire it within 18 months from date of appointment
- 10 years relevant experience
- 8 years' senior management experience.

### Competencies:

- Strong communication and diplomacy skills
- Analysis and problem solving
- Strategy formulation and implementation
- Influence and collaborative skills
- Effective verbal and written presentation at all levels
- Report writing
- Data analysis
- Change Management
- Project management
- Application hosting management and support management skills.

### Particulars of advertiser:

Interested **applicants** must submit a comprehensive CV together with certified copies of identity document and qualifications to [recruit072021@pikitup.co.za](mailto:recruit072021@pikitup.co.za) on **06 August 2021**. No late or incomplete applications will be considered. Please ensure that the correct reference is inserted in subject line of email. For enquiries contact **Shirley Tjiane 0873571086** or **Keo Segosapelo 0873571129**.

- Please quote the above position name on all correspondence relating to this circular / advert.
- Pikitup reserves the right not to fill any vacancies.
- Correspondence will only be entered into with shortlisted applicants. Should you not hear from us within **six weeks** after closing date of the advert please consider your application unsuccessful.

PIKITUP IS AN EQUAL OPPORTUNITY EMPLOYER AND IS COMMITTED TO EMPLOYMENT EQUITY PRINCIPLES AND REDRESSING THE IMBALANCES OF THE PAST. APPLICATIONS ARE WELCOME FROM ALL DESIGNATED GROUPS (AFRICAN, COLOURED AND INDIAN MALES, ALL FEMALES & PERSONS WITH DISABILITIES)