



## Job Profile Commercial Services

### JOB INFORMATION SUMMARY

<b>JOB TITLE:</b>	Executive Manager: Commercial Services
<b>REPORTS TO:</b>	Managing Director
<b>OCCUPATIONAL LEVEL</b>	Executive Management
<b>FUNCTIONAL AREA:</b>	<b>Office of the Managing Director</b>
<b>COMPANY:</b>	PIKITUP SOC (Ltd)
<b>LOCATION</b>	PIKITUP Head Office

### ROLE PURPOSE

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

### ROLE REQUIREMENT

Essence of the role/Key Accountabilities	Key Activities / Decision Areas
<ul style="list-style-type: none"> <li>■ <b>Strategy</b></li> </ul>	<ul style="list-style-type: none"> <li>■ Formulate and align departmental strategy with Pikitup policy and strategy and business plan</li> <li>■ Align department resources to strategy</li> <li>■ Provide strategic leadership: create an awareness customer centred service delivery</li> <li>■ Develop and implement commercial strategies to accelerate business growth</li> <li>■ Develop plans for expansion and business development</li> <li>■ Create and design the marketing strategic plan to achieve the company strategic and business objectives.</li> </ul>
<ul style="list-style-type: none"> <li>■ <b>Customer and Stakeholder</b></li> </ul>	<ul style="list-style-type: none"> <li>■ Responsible for tracking, escalating and ensuring the resolution of all Pikitup customer queries</li> <li>■ Oversee the correct installations of all revenue services on customer bills</li> <li>■ Responsible for reaching or exceeding budgeted financial goals in one or more of Pikitup's key customer retention strategies</li> <li>■ Responsible for conceptualizing and managing a diverse range of customer campaigns and initiatives. This includes idea generation and exploration, preparing and presenting proposals, overseeing the creative and production processes and championing successful execution</li> <li>■ Maintain a positive corporate image of the company and the services it provides amongst its internal and external stakeholders through the implementation and management of internal and external communication and stakeholder management</li> </ul>

ROLE REQUIREMENT	
Essence of the role/Key Accountabilities	Key Activities / Decision Areas
	<p>strategies.</p> <ul style="list-style-type: none"> <li>■ Build and retain profitable partnership with stakeholders</li> <li>■ Develop and implement Stakeholder Relations Programmes</li> <li>■ Conduct regular stakeholder satisfaction surveys</li> <li>■ Identify requirements of existing customers and ensure customers satisfaction</li> <li>■ Developing structures for products or services for commercial customers</li> </ul>
<ul style="list-style-type: none"> <li>■ <b>Management of the Pikitup Commercial Offering</b></li> </ul>	<ul style="list-style-type: none"> <li>■ 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</li> <li>■ Ensure that the business case aligns to the strategic intent of Pikitup and the vision of integrated waste management</li> <li>■ 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</li> <li>■ Participate in a variety of special projects as required, including exploration of system or process improvements, new retention categories</li> <li>■ 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</li> <li>■ Market and sell Pikitup products or services, in order to generate income</li> </ul>
<ul style="list-style-type: none"> <li>■ <b>Financial Management</b></li> </ul>	<ul style="list-style-type: none"> <li>■ Develop Commercial Services budget in line with operational plan</li> <li>■ Report on Financial performance of Commercial Services</li> <li>■ Monitor Commercial Services expenditure against budget</li> </ul>
<ul style="list-style-type: none"> <li>■ <b>Contract Management</b></li> </ul>	<ul style="list-style-type: none"> <li>■ Ensure that all service delivery agreements are met and penalties for non-performance are imposed</li> <li>■ Ensure that processes to ensure procurement are done correctly and on time</li> <li>■ Conduct supplier performance monitoring</li> <li>■ Ensure contract implementation and performance reporting to management</li> </ul>
<ul style="list-style-type: none"> <li>■ <b>HR Management</b></li> </ul>	<ul style="list-style-type: none"> <li>■ Monitoring performance by developing key metrics for staff and contractors</li> <li>■ Mentoring and coaching staff to ensure the succession process within the department</li> <li>■ Identify training needs and implement PDP for direct reports</li> <li>■ Creating a culture of achieving success by ensuring that staff are qualified, motivated and trained</li> </ul>

Job profile: Commercial Services

ROLE REQUIREMENT	
Essence of the role/Key Accountabilities	Key Activities / Decision Areas
	<ul style="list-style-type: none"> <li>■ Initiating, directing and facilitating the creation of an environment conducive for transformation</li> <li>■ Establish the relevant controlling procedure</li> </ul>

KEY RELATIONSHIP INTERFACES
<p><b>Internal Key Relationships (to Pikitup):</b></p> <ul style="list-style-type: none"> <li>■ Pikitup Board</li> <li>■ Pikitup MD</li> <li>■ Pikitup Executives, Senior Manager</li> <li>■ Pikitup Staff</li> </ul> <p><b>External Relationships (with departments and other key parties):</b></p> <ul style="list-style-type: none"> <li>■ CoJ (Shareholders)</li> <li>■ Pikitup Customers</li> <li>■ Government departments</li> <li>■ Contractors</li> <li>■ Consultants</li> <li>■ External funders and investment partners</li> </ul>

Job Specific Requirements	
Competencies (Knowledge, skills and attributes)	
<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>■ Strong communication and diplomacy skills</li> <li>■ Analysis and problem solving</li> <li>■ Strategy formulation and implementation</li> <li>■ Influence and collaborative skills</li> <li>■ Effective verbal and written presentation at all levels</li> <li>■ Report writing</li> <li>■ Data analysis</li> <li>■ Change Management</li> <li>■ Project management</li> <li>■ Application hosting management and support management</li> </ul>	<ul style="list-style-type: none"> <li>■ Integrity and Honesty</li> <li>■ Strategic thinking</li> <li>■ Organising &amp; Prioritising</li> <li>■ Judgement and decision making</li> <li>■ Building a vision</li> <li>■ Adapting and responding to change</li> <li>■ Developing relationships</li> <li>■ Dynamic and influential</li> <li>■ Networking and collaboration</li> </ul>
<p><b>Knowledge</b></p> <p>State the job knowledge required</p>	<ul style="list-style-type: none"> <li>■ Strong commercial understanding</li> <li>■ Understanding Municipal Finance management Act (MFMA) and related regulations</li> <li>■ Knowledge of Treasury Regulations and Public Service Regulations</li> <li>■ Knowledge of industry standards, best practice and trends in the discipline</li> </ul>

**Minimum Qualifications**

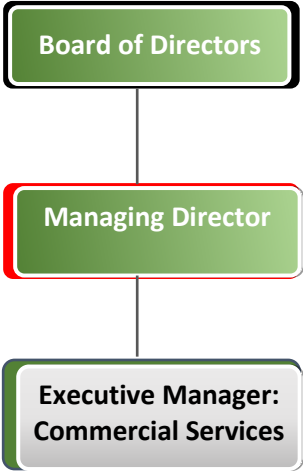
Job profile: Commercial Services

- 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

**Minimum Working Experience**

- 10 years relevant experience
- 8 years' senior management experience

**Structure:**



**Job profile approved by:**

_____	_____	_____
Name (Incumbent)	Signature	Date
_____	_____	_____
Name (1 <sup>st</sup> level Manager)	Signature	Date