



<https://internshipgoals.com/job/operations-process-administrator-12-month-contract-2024/>

## Operations Process Administrator -12 month contract 2024

### Description

Join The Foschini Group in South Africa as an Operations Process Administrator for a 12-month contract in 2024. Coordinate customer complaint resolutions, maintain branch information, handle non-merchandise payments, and more. Ideal for candidates with commercial qualifications and digital skills.

### \*\*Overview:\*\*

Join The Foschini Group (TFG) in South Africa for an exciting opportunity as an Operations Process Administrator. This 12-month contract in 2024 offers a chance to contribute to TFG's operational excellence. As an Operations Process Administrator, you'll play a vital role in coordinating various administrative tasks essential for smooth operations across TFG's divisions.

### \*\*Key Responsibilities:\*\*

- Customer Complaints Management:** Collaborate with team members to efficiently capture, assign, and monitor resolutions for customer complaints using the Customer Service Management (CSM) system.
- Branch and Field Information Maintenance:** Coordinate with stakeholders to ensure accurate maintenance of branch and field information across multiple systems such as BCMS, key holders, and contact details.
- Non-Merchandise Administration:** Manage administrative processes for non-merchandise orders and payments including Gift Cards and Rentokil services not covered by Group services.
- New Store Opening Coordination:** Assist in coordinating the ordering process for new store openings or enlargements, including stationery, hangers, and Electronic Article Surveillance (EAS) systems.
- Communication Platform Maintenance:** Maintain the company's communication platform (Yoobic) database, including user profile management and regular communication with service providers for system enhancements.
- Store Development Reporting:** Collaborate with the team to maintain the Group Store Development report for the Sports division, ensuring accurate and up-to-date information.
- Investigation Support:** Assist in maintaining records and follow-up on investigations, providing necessary information to Field Managers as required.

### \*\*Qualifications and Experience:\*\*

- Ideally, possess a relevant tertiary commercial qualification.
- Demonstrated aptitude for digital technology.
- Strong understanding of operational risk management.
- Advanced proficiency in Microsoft Office applications, especially MS Word and MS Excel.

### \*\*Desired Behaviors:\*\*

### Hiring organization

The Foschini Group

### Employment Type

Intern

### Job Location

Western Cape, 8001, Cape Town, South Africa, ZA

### Working Hours

09

### Base Salary

R 56.26 R - **Base Salary**

R 83.08 R

### Date posted

March 9, 2024

### Valid through

09.03.2026

- **Adhering to Standards:** Ensure work is delivered with high quality and compliance standards.
- **Continual Improvement:** Actively seek opportunities to enhance operational processes.
- **Decision Making:** Analyze complex situations to make effective and timely decisions.
- **Driving & Persevering:** Demonstrate determination and persistence in achieving goals.
- **Leading Others:** Inspire and guide team members towards collective objectives.
- **Meeting Customer Expectations:** Consistently deliver exceptional customer service.
- **Planning & Organizing:** Utilize structured approaches to effectively manage tasks.
- **Relating & Networking:** Build strong relationships and networks within the organization.

**Preference will be given to candidates from designated groups in accordance with the Employment Equity Act.**

Join TFG's dynamic team and contribute to operational excellence in one of South Africa's leading retail groups. Apply now to become an Operations Process Administrator and take your career to new heights.