

JOB TITLE – ADMINISTRATOR: PROFESSIONAL SERVICES

Position reports to : Admin Team Lead/Professional Services Manager
Direct Reports : Not Applicable
Office Location : Adapt IT Johannesburg Campus

PURPOSE OF THE POSITION

Provide an excellent administration service to the Caseware professional services team, ensuring stakeholder satisfaction internally and externally, as well as other cross functional duties within the admin team.

PRIMARY RESPONSIBILITIES FOR THE ROLE

- Ensure all admin duties related to professional services are completed and internal processes followed.
- Manage the training calendar (Courses, events, resource allocation, venues, equipment and catering where applicable)
- Administration for consulting engagements (scheduling, invoicing, WIP management and cost management)
- Liaison for all professional service activities for customers and other stakeholders
- Reporting and analysis for professional services as required by management
- Streamline processes where possible and strive for maximum efficiency

QUALIFICATION AND EXPERIENCE REQUIREMENTS

Essential Requirements

- Completed BSc Computer Science / Information Systems or BCom related degree.
- At least 3 years in an administrative or co-ordination role.

Desirable Requirements

- Project Management
- Experience on CRM or ERP system (Salesforce being the most advantageous)



KNOWLEDGE

- Full proficiency on Microsoft Office
- Strong reporting and analytical skills
- Experience in administration, including working knowledge of invoicing

SKILLS

- Computer literacy skills.
- Business processes skills.
- Resource management
- Reporting and analysis

PERSONAL ATTRIBUTES AND QUALITIES

- Time Management with ability to multi-task and prioritize
- Ability to deliver quality work under pressure and manage their own time
- Ability to plan and execute on daily deliverables and monthly deadlines
- Excellent verbal and written business communication skills
- Excellent attention to detail
- Critical analytical thinking
- Dynamic: Full of energy and has a sense of purpose
- Strong Administration skills is a must
- Team Player
- Client obsessed

APPROVAL

The signatories hereof, confirm that their acceptance of the contents and recommend the adoption thereof.



Nokulunga Sithebe
Divisional Operations Manager

05/06/2024

Date

Christiaan Brink
Divisional Executive: Caseware

Date