

# 1X Credit Control Assistant



# silulumanzi

A **SAWW** Company

5584287NS

Silulumanzi is a Private Sector Water Services provider within a contractually defined area within the Mbombela Local Municipality (MLM). The company has a position for a results-driven Credit Control Assistant.

**Department:** Commercial Department, Customer Services, Nelspruit

**Reporting to:** Credit Control Supervisor

**Location:** Nelspruit Head Office

### Job Requirements and Qualifications:

- Minimum Grade 12.
- Minimum three years experience in a Customer Services / Credit Control environment.
- Computer literate (Proficient in Microsoft Excel, Microsoft Word).
- Have a high level of accuracy in capturing information correctly and accurately.
- Proficient in English, Afrikaans and SiSwati an added advantage.
- Banking, Municipal or Utility background advantageous.

### Key Responsibilities:

The main tasks and responsibilities associated with the position are listed below.

- Ability to carefully and accurately examine / record information.
- Knowledge of departmental / Credit Control processes.
- Knowledge of Municipal By-Laws, Consumer Rules and relevant acts related to utilities.
- Revenue Maximization.
- Stand in for Credit Control Supervisor in their absence.
- Ensure Warnings and Disconnections are done diligently and efficiently.
- Generally accepted accounting principles and practices.
- Face new challenges and be prepared to learn technical information.
- At times may be required to go out in the field e.g. verifying of meter reading/s, etc.

### Skills and Abilities:

- Must have a polite, friendly but strong personality.
- Critical thinking, problem solving and logical decision making abilities.
- Organizational, telephone and interpersonal skills.
- Must have good listening skills and possess a high level of written and verbal communication skills.
- Customer service orientated.
- Must be able to cope under pressure and meet required deadlines.
- Must be diligent, disciplined, responsible and be able to work without supervision.
- Must be able to work within a team environment.
- Interact with customers in a professional manner at all times.
- Must be diplomatic when dealing with angry customers.
- Must be available to work outside normal working hours, if required.

**Applicants that meet the above requirements can submit their CV to the HR Department at 18 Nel Street, Nelspruit 1200 or Matsulu Customer Service Office at 438 Madiba Drive, Matsulu 1203 or email to [xolani.voma@silulumanzi.com](mailto:xolani.voma@silulumanzi.com)**  
**Closing date: 02 September 2022**

*If you have not been contacted within 21 days of the closing date of this advertisement, please accept that your application was unsuccessful.*