

The University of KwaZulu-Natal (UKZN) is committed to Employment Equity.

REGISTRAR'S DIVISION

**LOGISTICS OFFICER
CAMPUS MANAGEMENT SERVICES
(PEROMNES GRADE 9)
WESTVILLE CAMPUS**

REF NO: CMS04/2015

The function of this post is to ensure the effective and efficient running of the help-desk service at Campus Management Services (CMS). The incumbent will ensure that the service is constantly operating at optimal levels through proper management of resources. Providing input into operational procedures and standards is vital to this role, as well as performance monitoring and evaluation. Input into the drafting of Service Level Agreements, which will form the basis upon which service objectives are achieved, will be equally critical, as will be the reporting role to ensure that there is consistent flow of feedback.

Minimum requirements:

- B.Com Degree or Degree in Communications/Public Relations/Marketing
- 3 Years customer service experience in a University or large company environment in a similar role
- Exposure to setting up of operational procedures
- Experience in report writing
- Experience at benchmarking

Advantages:

- Customer service experience at a University

Appointments to this position will be on 1 January 2012 conditions of service

Enquiries and details regarding this post, as well as requests for a job profile may be directed to Mr Ndabe Ntuli, 031 2601368 or e-mail: ntulin4@ukzn.ac.za . Applicants are required to complete the relevant application form which is available on the Vacancies website at www.ukzn.ac.za. Completed forms must be sent to recruitment-nn@ukzn.ac.za. The advert reference number must be clearly stated in the subject line.

CLOSING DATE: 30 October 2015