

All applicants must please take note of the stipulations at the bottom of the advertisement

Position/Vacancy available	Division & Station	Minimum requirements
Vacancy: Administrator: Reception	BidAir Cargo: Head Office	<u>Minimum Qualifications:</u> - National Senior Certificate (NQF Level 4) <u>Functional Training:</u> - Customer Service Training <u>Regulated Training:</u> - N/A <u>Environmental / Other conditions:</u> - Ability and willingness to work extended hours at your own initiative and/or request. <u>Minimum Experience:</u> 1 Year experience in switchboard/Call Centre <u>Behavioural:</u> - Professionalism - Self-motivated - Multitasking and time-management skills, with the ability to prioritize tasks - Pro-active - Corporate citizenship behaviours <u>Technical:</u> - Written and verbal communication (English) - Computer literacy - Familiarity with phone system - Typing skills

Primary Responsibilities & Duties

Main purpose of the Job:

To receive visitors at the Reception desk by greeting, welcoming, directing and announcing them appropriately, to answer, screen and forward incoming phone calls and to assist the business with administration functions.

Operate Switchboard

- Operate switchboard according to manufacturer's manual by prompt and professional answering, screening and directing of telephone calls to the correct extension.
- Record and relay messages to the correct recipient in order for them to receive the correct caller information.
- Provide basic and accurate information to callers to ensure customer satisfaction.
- Update and distribute company telephone list on an excel spreadsheet to have accurate contact details for all staff within the organisation.

Control Front Desk

- Serves visitors by greeting and welcoming and directing them appropriately.
- Notify company personnel of the visitor's arrival by calling them in order for appointments to be on time.
- Monitor logbook by following safety procedures and controlling access via the reception desk to maintain office security.
- Offer refreshments to visitors where appropriate to keep them comfortable while they wait for the relevant member of staff.
- Keep reception area tidy and presentable to maintain a favourable image of BidAir Cargo.

Populate Quotes

- Monitor and respond to enquiries received on the Reservations e-mail to ensure on time responses to clients' quotes.
- Generate quotes on the Winfreight and IVS system and supply feedback to customers in order for them to have the correct information to make a booking.
- Clarify customer questions on payments and dimensions where needed.
- Provide solutions and support to the customers using in-depth knowledge of the company product and service.
- Deal effectively with difficult customers. This will be escalated to the Key Account Manager should the customer still not be happy with the assistance received.
- Refer special bookings (larger than the norm) to the Key Account Manager to ensure capacity on the aircraft before booking is made.

General Administration

- Receive, sort and distribute incoming mail by allocating it to the correct recipient in order to distribute mail correctly.
- Report any faulty / maintenance issues to the relevant individuals.
- Assist with the administration of claims.
- Update of customer information on CRM.
- Administration in support of the business development team.

Submit CV to HR	Closing date	E-Mail	Fax
HR Department	-	vacancy@bidaircargo.co.za	-
Date Posted	Posted by	Department	Position
-	HR Department	BidAir Cargo	-

Important notice to interested applicants

- BidAir Cargo reserves the right not to fill the vacancy after the position has been advertised.
- Please clearly mark the position you are applying for.
- BidAir Cargo is committed to adhering to the Employment Equity Act and Appointment will be made in line with the company's EE plan
- **Only applicants that meet the requirements for this position will be shortlisted for an interview**