



01 April 2025

## INTERNAL AND EXTERNAL ADVERT

The Johannesburg Social Housing Company SOC Limited (JOSHCO) mandate is to develop and manage affordable rental housing for the lower market as an integral part of efforts to eradicate the housing backlog of the City of Johannesburg. JOSHCO is a registered Social Housing Institution and is accredited by the Social Housing Regulatory Authority (SHRA).

**We invite suitably qualified and experienced persons to apply for the following vacant position.**

**Position :** Administrator: Online Queries x2  
**Employment Status :** Short Term Contract (12 Months)  
**Department :** Marketing and Communications

**Purpose of the Job:** Ensuring timeous response and efficient management of customer inquiries, issues resolution, and providing information through online channels such as social media and website. You will be the first point of contact for customers seeking assistance or information and will work to maintain a positive online reputation for JOSHCO.

### Responsibilities (but not limited to the following):

- Monitoring of queries on all JOSHCO platforms.
- Coordinate responses from within JOSHCO.
- Verify information before responding.
- Render timeous responses to clients.
- Put together evidence of all online queries.
- Escalate queries to the marketing officer for intervention.
- Create a spreadsheet of queries referred to departments.
- Monitor scams to initiate scam alerts.
- Compile FAQs to assist in the management of queries.
- Respond promptly and professionally to customer inquiries received through social media platforms and inbox.
- Address customer concerns, provide accurate information, and offer solutions to issues.
- Engage with customers in a friendly and empathetic manner, ensuring a positive customer experience.
- Escalate complex or unresolved issues to higher levels of customer service or management as necessary.
- Accurately document customer interactions and issues in the customer service database.
- Maintain organized records of customer inquiries and resolutions.

**Minimum job Requirements, interested applicants must be in possession of:**

- Grade 12.
- Certificate or Diploma in Marketing will be an added advantage.
- One year (1) years' experience in online query management on the social media environment.

**Skills and competencies-** The ideal applicant must possess the following skills and competencies:

- **Generic skills:** Communication, Relationship Management, Good Organizational and Time management abilities, Excellent verbal and written communication skills, and the ability to work on multiple projects simultaneously while maintaining accuracy.
- **Technical Knowledge and Skills:** Problem solving(basic) and be able to gather and analyze information(basic).
- **Attributes:** Emotional intelligence, Assertiveness, Interpersonal Skills, Flexible, Reliable, Innovation.

**Application Procedure:**

Please take note that only online applications will be considered. Please apply by using the following link below, by either copying the link onto browser or click on the link. Failure to apply using the correct link, will result to any application not considered.



<https://share-eu1.hsforms.com/1oFk9JoybST-ludpow7rFhgew554>

JOSHCO is an equal opportunity and affirmative action employer, and all appointments will be made in accordance with the Company's Employment Equity Plan to promote its representivity (race, gender, and disability). Correspondence will only be limited to shortlisted candidates and applicants who have not been contacted within 6 weeks should consider their applications unsuccessful. JOSHCO reserves the right not to make an appointment.

**The Closing date for applications is 09 April 2025 at 16:00 any application received after the closing date will not be considered.**