



Job Profile Manager: Revenue



JOB INFORMATION SUMMARY	
JOB TITLE:	GM: Commercial Services
REPORTS TO:	Chief Financial Officer
JOB GRADE:	E1
OCCUPATIONAL LEVEL	Managerial
FUNCTIONAL AREA:	Commercial Services
COMPANY:	PIKITUP SOC (Ltd)
LOCATION	Pikitung Head office

ROLE PURPOSE
To take the responsibility for Commercial Services Unit within the entity and grow its customer base to become one of the leading commercial services providers within the region.

ROLE REQUIREMENT	
Essence of the role/Key Accountabilities	Key Activities / Decision Areas
a) Strategy Development, Planning and Reporting	<ul style="list-style-type: none"> Formulate and align departmental policy and strategy with Pikitung policy and Business plan. Ensure all standards and requirements of the SDA and IDP delivery with the CoJ are met. Ensure alignments in accordance with good performance practices Align department resources to strategy. Provide strategic leadership: create an awareness of customer centred services.
b) Customer Relationship Management	<ul style="list-style-type: none"> Ensure that all queries from commercial services customers are addressed timeously. Ensure that all service rendered to customers are billed and accounts statements are submitted to customers timeously. Ensure that request for services (new) are attended to timeously. Implement measures to retain the existing customers and to attract new customers.
c) Management of Pikitung and Commercial Offering	<ul style="list-style-type: none"> Design, build and run a profitable commercial business for Pikitung Develop an implementable business case that supports the sale of a profitable suite of products and services to Johannesburg commercial customers – and in doing so increase the market share of Pikitung. Ensure that the business case aligns to the strategic intent of Pikitung and the vision of integrated waste management. Build a detailed, bottom-up annual budget for areas of responsibility. Supply key inputs to the quarterly forecast, using the most accurate, up-to-date information available. Be



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	<p>prepared to discuss assumptions used for developing budgets and forecasts.</p> <ul style="list-style-type: none"> Participate in a variety of special projects as requested, including explorations of system or process improvements, new retention categories, and joint projects with Customer Service. Working with Customer Service, Marketing Services and Operations to develop and maintain a customer-focused attitude towards activities, concentrating on those most strongly contribute towards improving customer lifetime value.
d) Transformation	<ul style="list-style-type: none"> As a General Manager take responsibility for shaping Pikitup commercial operations to realize the vision and strategic direction of a transformed waste management company in line with the City of Johannesburg (CoJ) GDS 2040 goals.
e) Project Management	<ul style="list-style-type: none"> Schedule and Programme work Complete projects in time and on budget
f) HR Management	<ul style="list-style-type: none"> Develop and implement optimal organisational structures Set human capital targets and manage staffing levels accordingly. Manage all Pikitup Deliverables. Manage deliverables of direct report. Conduct quarterly performance reviews respectively. Motivate and coach direct reports. Inform direct reports of organisational developments on a regular basis. Identify training needs and implement PDP for direct reports
g) Commercial Collection Managements	<ul style="list-style-type: none"> Develop and Implement / execute an effective and accurate collections strategy aligned to the revenue management plan to ensure optimal collections. Build a detailed, bottom-up annual collections budget. Supply key inputs to the quarterly forecast, using the most accurate, up-to-date information available. Be prepared to discuss assumptions used for the developing budgets and forecasts. Manage the individual and departmental collections budget target performance and reporting on a monthly, quarterly and annual performance together with action plans to achieve performance.
h) Financial Reporting	<ul style="list-style-type: none"> Put measures in place to report on the financial performance of the unit. Put measures in place to ensure that monthly accounts of the unit are reconciled and reviewed regularly.
i) Establish and manage a Client Database	<ul style="list-style-type: none"> Obtain the relevant information of all clients from Marketing and Sales and establish a client database. Liaise with clients on a regular basis to ensure their satisfaction with Pikitup service delivery.



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	<ul style="list-style-type: none"> Respond to all requests and complaints and advise the relevant depots and business units to ensure customer satisfaction and positive feedback. In cooperation with Marketing, investigate the closure of accounts in order to regain the client. Monitor inactive accounts and establish reasons Establish and keep all relevant statistics, which will enable the company to do market related forecasts in relation to bulk container services
j) Ad Hoc and miscellaneous	<ul style="list-style-type: none"> The list of task/ duties and responsibilities contained in this document is not necessarily exhaustive, and the employer is entitled to instruct the employee to carry out additional duties or responsibilities, which may fall reasonably within the ambit of the job description, or in accordance with operational requirements. Such variable tasks should be listed and recognized in the employee's performance compact

KEY RELATIONSHIP INTERFACES
<p>Internal Key Relationships (to Pikitup):</p> <ul style="list-style-type: none"> Pikitup Board Pikitup Executive, Senior Manager Pikitup staff particularly large operations team <p>External Relationships (with departments and other key parties):</p> <ul style="list-style-type: none"> CoJ (Shareholder) Pikitup customers Government departments Contractors Consultants External funders and investment partners

Job Specific Requirements	
Competencies (Knowledge, Skills and Attributes)	
Skills	Behaviours
<ul style="list-style-type: none"> Strategy Development, Planning and Reporting Customer service skills Strong managerial skills Effective time management skills with the ability to multitask and follow through. Computer Literacy Data analysis and reporting Effective verbal and written communication skills 	<ul style="list-style-type: none"> Strong customer service orientation. Responsibility and accountability. Confidentiality, tact and discretion when dealing with people. Attention to detail A high level of computer literacy Report writing skills Customer relationship Management New product / service development Sales and marketing Revenue Management

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<ul style="list-style-type: none"> Financial acumen 	<ul style="list-style-type: none"> Innovation and independence
Knowledge:	<ul style="list-style-type: none"> Knowledge of the MFMA, Municipal system act (MSA) Knowledge of waste management services (Advantageous).

Qualifications

Minimum	Ideal
<ul style="list-style-type: none"> Bachelor's Degree in a relevant discipline including, finance, communication, sales and marketing, financial/general/business management 	<ul style="list-style-type: none"> Postgraduate degree in a relevant field Membership to a relevant professional organisation will be an added advantage.

Experience

Minimum	Ideal
<ul style="list-style-type: none"> 8 years relevant experience in commercial services 5 years relevant senior management experience Demonstrated track record in customer services, new product development, innovation, business improvement and commercialisation 	<ul style="list-style-type: none"> 10 years relevant experience in commercial services Experience in waste management

STRUCTURE

Job profile approved by:

Name (Incumbent)

Signature

Date

Name (1st level Manager)

Signature

Date

Name (2nd level Manager)

Signature

Date