



Job Profile General Manager: Commercial Services

JOB INFORMATION SUMMARY	
JOB TITLE:	GM: Commercial Services
REPORTS TO:	Executive Manager: Commercial Services
JOB GRADE:	E1
OCCUPATIONAL LEVEL	Managerial
FUNCTIONAL AREA:	Commercial Services
COMPANY:	PIKITUP SOC (Ltd)
LOCATION	Pikitup 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 Pikitup 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 Pikitup and Commercial Offering	<ul style="list-style-type: none"> Design, build and run a profitable commercial business for Pikitup 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 Pikitup. Ensure that the business case aligns to the strategic intent of Pikitup 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 directs report
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
<p>j) Ad Hoc and miscellaneous</p>	<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"> 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 Financial acumen 	<ul style="list-style-type: none"> Strong customer service orientation. Responsibility and accountability. Confidentiality, tact and discretion when dealing with people. Attention to detail Customer relationship Management New product / service development Sales and marketing Revenue Management Strategy Development, Planning and Reporting Data analysis and reporting

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Knowledge:	<ul style="list-style-type: none"> • Innovation and independence • Knowledge of the MFMA, Municipal system act (MSA) • Knowledge of waste management services (Advantageous).
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Qualifications	
Minimum	Ideal
<ul style="list-style-type: none"> • BCom Accounting degree or equivalent • Driver's license and access to own vehicle 	<ul style="list-style-type: none"> • Post graduate and/or professional qualification (e.g SAICA, CIMA and/or others)
Experience	
Minimum	Ideal
<ul style="list-style-type: none"> • 8 years' relevant experience in commercial services • 5 years' managerial 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 • 5 years' senior managerial experience in a comparable environment • Experience in waste management

Job profile approved by:		
_____	_____	_____
Name (Incumbent)	Signature	Date
_____	_____	_____
Name (1st level Manager)	Signature	Date
_____	_____	_____
Name (2nd level Manager)	Signature	Date