

## **Call Centre Administrator** (based in Cape Town)

We have a vacancy for Call Centre Administrator, to be based in **Cape Town**.

If you appreciate a company culture that encourages ownership, innovation and client delight, you will thrive in our diverse, driven team.

### **Position Summary**

The incumbent is responsible for the effective utilisation and coordination of the Computer Aided Facilities Management System (CAFMS), serving as the key link between the call centre and technical support teams. This includes the accurate capturing and maintenance of all CAFMS records, liaising with operations to ensure proper record coordination, and following up on all outstanding tasks to ensure timeous resolution and service delivery.

### **Key Accountabilities / Principal Responsibilities:**

Ensure that all duties are performed in accordance with the company's Quality Management System and OHS Management System requirements.

### **Primary Duties**

#### **Processing of faults and incidents on the CAFMS**

- Escalate high priority calls to appropriate operational representatives
- Accurately capture, process and close job records on the CAFMS system, ensuring faults are correctly identified and that root cause analysis and corrective actions are documented accordingly
- Issue all CAFMS records to the correct operational representative
- Identify and report on status of faults/incidents and drive to closure
- Receive, verify and capture job completion information and relevant documentation from operations for accurate record keeping on the CAFMS system
- Ensure supporting documentation is uploaded against all records on the CAFMS where applicable

#### **Follow up on all tasks**

- Produce a daily report on all requests logged with the helpdesk and distribute to applicable onsite managers highlighting the current status of each request Ensure all completed tasks are closed
- Highlight incomplete tasks and drive for closure
- Update task status for client information
- Produce CAFMS reports and submit to operational representatives weekly

**It should be noted that, for operational reasons, it may be necessary to perform tasks other than those described herein from time to time.**

**Prescribed procedures may be amended by management as and when required.**

### **Key Skills and Experience**

- Grade 12
- Min 2-year relevant working experience preferably in Facilities Management
- Computer literate (MSOffice)

## **People and Management Skill**

- Excellent literacy skills
- Good interpersonal relations
- Good communication skills
- Ability to work in a team
- Customer focused
- Good organisational skills and ability to prioritise tasks
- Ability to use initiative
- Adhere to deadlines and targets
- Ability to multi-skill
- Analytical and quick thinking
- Have a professional attitude
- Problem solving skills
- Self-motivated and work independently
- Take ownership of tasks
- Integrity
- Service orientated
- Take ownership of tasks

## **Key result areas**

- Understand role of reporting to the business and client.
- Understand role of ensuring output is aligned with business requirements.
- Understand interworking with various teams
- Understand that feedback and communication is critical to success.

## **Additional Responsibilities and Skills:**

The employee acknowledges that all duties performed will reflect on the client and will thus act in a professional manner at all times, as AFMS Group operates as a service provider, all necessary steps need to be taken to ensure that the service has been delivered according to client requirements, and to prescribed service levels.

**Interested? Submit your CV now.**

**All vacancies advertised by AFMS Group are in full adherence to South African labour legislation, including the Employment Equity Act, Labour Relations Act, and Basic Conditions of Employment Act.**

**We strive to create an inclusive workplace that values diversity and welcomes applications from all qualified individuals, regardless of race, gender, disability, or any other protected characteristic.**

**Our recruitment process is fair and equitable, focusing on the qualifications, skills, and experience that are relevant to each role. We ensure that all candidates are treated equally, and no discrimination will be tolerated.**

**By submitting your application, you consent to the processing of your personal information in accordance with the Protection of Personal Information Act 2014 (POPIA) for recruitment and hiring purposes.**

**If you have not received a response within 30 days of the closing date, please consider your application unsuccessful. However, your information may be retained for future opportunities unless you request otherwise.**

**For information on AFMS Group, including more information on our company culture, visit our website at [www.afmsgroup.co.za](http://www.afmsgroup.co.za)**

**Please note, relocation costs will not apply**

**Applications to be addressed to Matthew Toontjies: [recruitment@fm-solutions.co.za](mailto:recruitment@fm-solutions.co.za)**

**Closing Date for applications: 20 April 2026, by 16h00**