

## **INTERNAL ADVERTISEMENT VACANCY**

### *Manager: Publisher Services*

The above vacancy exists within the Publisher Services Department, a department in the Rights Holder Services Division. The incumbent will report to the Executive General Manager: Rights Holder Services. The purpose of the job is to manage SAMRO's Publisher Services department and – in particular – to retain and recruit publisher members, build and maintain excellent relations with publishers and to ensure the provision of top notch service, administration and skills development. The ideal candidate will be someone who has successfully completed matric with a relevant post matric qualification in Customer Relationship Management, Commerce, Communications or a similar field of study and has a minimum of 5 years relevant working experience.

#### **Key Performance Areas:**

- Customer Satisfaction
- Acquisition of rights (publishers)
- Query management & resolution
- Publisher Development
- Management of a team

#### **Minimum requirements:**

- Previous management experience – at least 2 years
- Excellent management skills
- Excellent communication skills – written and spoken
- Good Presentation skills
- Candidate must be self motivated and show initiative
- Competent PC and keyboard skills
- Ability to manage budgets effectively

#### **Core Competencies:**

- Accuracy and attention to detail
- Customer service orientation
- Conveying information
- Decision making and delegation skills
- Organisational commitment
- Networking
- Leadership

If you are confident that you have the necessary qualifications and experience to perform the above duties as well as have excellent administrative skills with the ability to handle pressure, please forward your CV in confidence to HR Department, 1<sup>st</sup> Floor or e-mail: [cv@samro.org.za](mailto:cv@samro.org.za)