



## **INTERNAL VACANCY ADVERTISEMENT**

### *Manager: Writer Services*

*Ref no: wsmngrd2011*

The above vacancy exists within the Rights Holder Services Division and reports to the Executive General Manager Rights Holder Services. The purpose of the position is to ensure SAMRO's reputation remains intact through good customer relations with our members by practising fair and competent management of staff within the customer interface section of the Writer Services department. The ideal candidate will have successfully completed Matric and relevant qualification with a minimum of 5 years experience in a managerial position.

#### **Key Performance areas:**

- Create customer service culture
- Relationship building
- Data capture monitoring
- Quality control monitoring
- Apollo 12S
- Managing KPI's
- Internal customer care
- Divisional planning and budgeting
- Policies and procedures

#### **Minimum Requirements**

- Excellent interpersonal skills
- Good written and verbal communication skills
- Good organisational and systems/process knowledge
- Ability to work under pressure and meet deadlines
- Understanding of copyright law will be an advantage
- Excellent computer skills including word processing and spreadsheet packages
- Ability to multi task and prioritise
- A basic understanding of rights administration and collective management in the field of music rights will be an advantage

#### **Core Competencies**

- Leadership
- Achievement Orientation
- Accuracy and attention to detail
- Administration Orientation
- Numerical orientation
- Persistence
- Initiative
- Planning ability
- Problem solving ability

**Convenience**

**Excellence**

**Relationships**

**Trust**

- Analytical thinking ability

If you are confident that you have the necessary experience to perform the above duties please forward your cv to [cv@samro.org.za](mailto:cv@samro.org.za)

**Closing Date:** 30 December 2011