

## Internship Program - Operations Administrator

1-year employment contract with immediate effect

Region: Mowbray, Cape Town

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Masthead (Pty) Ltd is looking for an organised and self-driven administrator to join our Marketing and Operations department. No experience is required, but the right attitude - eager to learn, customer-orientated, can-do attitude will count in your favour.

The candidate will be expected to actively contribute to the achievement of the company objectives by collaborating with the marketing and operations team. You will have administrative duties to support in effectively implementing and delivering on the planned business objectives and activities strategy. You will also need solid communication, planning and people skills.

This internship will help you gain valuable work experience and knowledge in financial services. Ultimately, you will gain broad experience and the opportunity to grow and develop your skills independently preparing you to enter any fast-paced work environment.

### Responsibilities include but are not limited to:

- Assist with payment reconciliations
- Deal with customer queries
- Liaise with internal departments in investigating and finding solutions to customer queries
- Provide telephonic and email support to customers
- Collate reports needed by the business
- Support the team in daily administrative tasks as required.

### Qualifications and skills:

- Grade 12 and a 3-year degree/diploma
- Proficient in MS Office (PowerPoint, Excel and Word)
- Excellent communication skills
- Knowledge of or ability to quickly learn technology platforms

### Personal attributes:

- Hardworking and dedicated
- Attention to detail and accuracy is critical
- Eager to assist customers in solving their queries
- Strong desire to learn, grow and get involved
- Ability to multi-task and take initiative
- Ability to work independently as well as part of a team

To apply, please email a cover letter expressing your interest with your CV attached to [vacancy@masthead.co.za](mailto:vacancy@masthead.co.za) before Monday, 30 September 2019. Please use the subject line "**Application for Operations Administrator Internship 2019**" in your email.

If you have not received any feedback within one month of the closing date of the job advert, please consider your application unsuccessful.