

JOB TITLE AND LEVEL	DIRECTOR: CRM REGIONS
BUSINESS UNIT AND LOCATION:	CLIENT RELATIONSHIP MANAGEMENT
REFERENCE NUMBER:	REF: DIR/CRM/2026/04-1P
EMPLOYMENT TERM	PERMANENT
LEVEL AND SALARY	LEVEL 13
SALARY	R 1 266 714 – R 1 436 022 per annum (all-inclusive salary)

One position of Director: CRM Regions is currently available at Client Relationship Management Unit at the GPAA. This position will be filled as a permanent position.

KEY RESULTS AREAS

The **purpose of the role** is: To ensure management of regional employer, client and stakeholder interactions.

The incumbent will be responsible for a wide variety of tasks which include but are not limited to the following:

Manage the implementation of the Operations Revenue Management strategy:

- Monitor the implementation of the operational plan for the Directorate to support the achievement of GPAA's strategic objectives.
- Manage, monitor and review the Directorate policies, procedures and processes, in accordance with best practice and legislation.
- Ensure implementation of an effective short, medium and long-term operating strategy for the Directorate
- Conduct benchmarks on new developments in practices to improve the effectiveness and efficiency of the organisation.
- Manage the provision of best practice regarding Directorate functions to all stakeholders.
- Ensure the implementation of a management effectiveness and leadership strategy.
- Engage in strategic relationships with relevant stakeholders to serve the interest of the organisation

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- Monitor compliance with relevant legislation throughout all Directorate functions.
 - Analyse service delivery gaps, challenges and implement remedial action strategies.
 - Manage quality of service provided to internal and external customers/clients/stakeholders.
 - Manage the mitigation of identified risks.
 - Ensure information flow and alignment with all stakeholders to ensure effective engagement.
- Conduct trend analyses and forecasting

Drive employee benefits in region 1, 2, 3 and operational strategies and policies:

- Provide expert advice on employee benefits and regional issues experienced by Line in compliance with legislation, achieving unbiased resolution.
- Provide consistent application of sound regional principles across business units.
- Drive education of all GPAA employees in company code and procedures, ensuring transfer of skills
- Monitor the development of training and compilation of manuals for line managers on communication procedures to ensure that acceptable practices are followed in dealing with stakeholders.
- Represent the GPAA within various Regional forums.
- Analyse and give feedback on emerging trends on regional developments in order to formulate initiatives to address any issues arising.
- Manage implementation of employee capacity building initiatives, achieving agreed project milestones and adequate communication.
- Ensure educational events are commemorated according to the annual calendar.
- Manage the implementation of appropriate processes and procedures to deal with incapacity issues.
- Drive implementation of awareness campaigns, ensuring objectives are achieved.
- Manage the achievement of an integrated regional communication approach.

Establish and manage relationships with all relevant stakeholders to support service delivery in the Region

- Create and build partnerships with various internal and external stakeholders in order to enhance service delivery
- Ensure that there is effective communication between the Region and all relevant stakeholders
- Ensure that various stakeholders enquiries or complaints are directed to relevant officials for resolution
- Coordinate, support and track the resolution of various stakeholder enquiries or complaints

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Manage all the resources in the Directorate

- Oversee the development and management of staff within the Directorate.
- Implement and maintain a relevant management approach to support effective business results within the Directorate.
- Develop and sustain a culture of high performance, professionalism and integrity to support overall quality of service delivery.
- Oversee control of budgeting and expenditure process in-line with strategic objectives and relevant legislation.
- Ensure the effective utilization of all other resources (including IS, Assets, Infrastructure, etc) within the Directorate.

QUALIFICATIONS AND EXPERIENCE

- An appropriate relevant Degree /B-Tech in Public Relations, Communications, Business Administration, Public Administration, Marketing or equivalent qualification at NQF level 7 recognized by SAQA.
- Five 5 Years's experience in middle/senior management level in a Client Relationship Management environment, Customer Services, Sales Administration.

KNOWLEDGE, SKILLS AND COMPETENCIES

- Knowledge of Relevant CRM systems
- Knowledge of Benefits Administration
- Knowledge of Customer Relationship Management (Channel Management)
- Knowledge of Relevant Legislative Requirements and GPAA policies and procedures
- Knowledge of Financial management including budgeting and forecasting
- Knowledge of Pension Fund Regulations and Rules
- Knowledge of Compliance Management
- Industry knowledge
- Respect
- Service Excellence

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- Integrity
- Transparency
- Courtesy
- Emotional Intelligence
- Team player
- Empathetic
- Data-led decision making
- Strategic capability skills
- Service delivery skills
- Client Orientation and customer focus skills
- Financial Management skills
- People management skills
- Programme and Project management skills
- Change management skills
- Knowledge management skills
- Problem solving and analysis skills

Closing date:	24 April 2026 at 12h00. No late applications will be accepted
Contact person:	Alletah Mashiane on 012 319 11218
Application process:	<ul style="list-style-type: none"> • It is mandatory to email your application (comprehensive CV and new Z83 completed and duly signed) to Recruit3@gpaa.gov.za quoting the reference number in the subject heading of the email [failure to adhere to this will result in decline of application/s]

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