



### Job Specification

Job spec nr	20266		
Contact Person	Rene.Lindenberg@partner.bmw.co.za		
Task Title/Name of Position	<b>Control Centre Agent (German speaking essential)</b>		
Minimum years of experience	Depending on qualification the candidate's work experience will not be a "deal breaker".		
Contract Start Date	ASAP	Contract End Date	31 March 2019
Nationality	South African Citizen		
Location	Rosslyn		
Skills Required	<ul style="list-style-type: none"> <li>• Analytical</li> <li>• <b>Communications, Communications, Communications,</b></li> <li>• Any degree may be beneficial but not specifically required</li> <li>• Patient</li> <li>• Be able to defuse "volatile" situations</li> </ul>		
Experience in Operations	<ul style="list-style-type: none"> <li>• Not required if candidate has some formal studies.</li> <li>• Alternatively A+, N+, MCSE</li> </ul>		
General Job Activities	<ul style="list-style-type: none"> <li>• <b>Shifts 24 x 7 support</b></li> <li>• PIC escalations</li> <li>• <b>Production Support for all English speaking plants</b></li> </ul>		
Soft Skills	<p>List the soft skills required to do the job in question</p> <ul style="list-style-type: none"> <li>• Good communications skills</li> <li>• Able to work under pressure</li> <li>• Ability to work as part of a team, inter dependant as well as independently and submit deliverables on time.</li> <li>• Flexibility to take up different tasks in the project.</li> <li>• Willing and able to travel extensively, for up to 4 weeks at a time (international)</li> <li>• Confident</li> <li>• Motivated</li> <li>• Job entails shifts, day, night and weekends</li> </ul>		