

## Vacancy: Administrator

---

### Appointment of an Administrator for Pinelands CID

- Employment Type: Full Time
- Working Hours: 08h00-16h00
- Office Location: Pinelands CID Office, Old Mutual, Jan Smuts Drive, Pinelands
- Salary: R25 000 pm
- Benefits: None

### **JOB DESCRIPTION: ADMINISTRATOR FOR PINELANDS CID**

#### **1. Purpose of the Role**

Pinelands Community Improvement District (CID) is a community-focused organisation dedicated to enhancing safety, cleanliness, and urban management within the Pinelands area. Working in close partnership with residents, businesses, and law enforcement agencies, the CID's mission is to create a safe, well-maintained, and welcoming environment for everyone who lives, works, and visits the area. Through proactive patrols, camera monitoring, rapid response, and community engagement, Pinelands CID plays a vital role in reducing crime, improving public spaces, and strengthening a sense of shared responsibility and pride within the community.

The Administrator provides comprehensive administrative, operational, and coordination support to the CID Manager and the wider CID team. The role ensures efficient office operations, effective stakeholder communication, accurate record-keeping, and seamless support for CID projects, events, reporting, and compliance processes. The Administrator reports directly to the CID Manager. Pinelands CID is committed to diversity and equal opportunity in employment practices.

#### **2. Key Performance Areas**

##### **Executive & Administrative Support**

- Serve as a Personal Assistant to the CID Manager.
- Manage calendars, schedule meetings, and coordinate venues and logistics.
- Prepare meeting documentation, take minutes, and draft meeting reports.
- Handle clerical tasks including filing, data capturing, and document management.
- Maintain and organise the organisational filing system (SharePoint and physical files).

##### **Communication & Stakeholder Engagement**

- Respond to resident and stakeholder queries via telephone, WhatsApp, email, and social media.
- Escalate queries to the CID Manager where necessary.
- Check and manage Freshdesk tickets and membership email inbox.
- Support public relations, branding, and marketing activities.
- Draft publications for newsletters, RFQs, notices, and campaigns.

##### **Operational Support**

- Log C3 service requests and maintain related registers.
- Maintain databases: membership, service providers, LEOs, assets, attendance, and property owners.
- Compile operational reports.
- Request and obtain quotes from service providers.
- Process Timesheets.

- Conduct on-site audits and supervise service provider activities.
- Support project management tasks and event coordination.

#### **Financial & Office Administration**

- File and submit invoices, receipts, and supporting documents.
- Load payments and maintain financial filing systems.
- Submit travel claims and expense claims to the Director/Manager.
- Ensure office cleanliness, safety, and compliance with organisational policies.

#### **Systems, Registers & Compliance**

- Manage the Safety App and support its updates and usage.
- Maintain the asset register, timesheets, and procedural registers.
- Support AGM preparation, coordination, and documentation.
- Manage SharePoint content and document organisation.
- File Management

### **3. Minimum Requirements & Competencies**

#### **Experience & Expertise**

- Experience working within a City Improvement District environment.
- Understanding CID regulations, compliance requirements, and governance.
- Previous experience in an administrative or office management role.
- Tertiary qualification (advantageous).
- Project management experience (advantageous).
- Marketing or communications experience (advantageous).

#### **Skills & Competencies**

- Strong organisational and time-management skills.
- Excellent written and verbal communication abilities.
- Ability to engage with multiple stakeholders in a dynamic community environment.
- High level of IT literacy, including MS Office, incident management systems, and customer support platforms.
- Ability to work independently, use initiative, and manage multiple tasks.
- Professional, detail-oriented, and able to maintain confidentiality.

### **4. Personal Attributes**

- Proactive and solution driven.
- Strong interpersonal and customer service orientation.
- Reliable, accountable, and committed to service excellence.
- Adaptable in a fast-paced and evolving environment.

### **5. Employment**

- Employment Type: Full Time
- Working Hours: 08h00-16h00
- Office Location: Pinelands CID Office, Old Mutual, Jan Smuts Drive, Pinelands
- Salary: R25 000 pm
- Benefits: None

### **6. Application Process**

- Submit CV to [jobs@pinelandscid.co.za](mailto:jobs@pinelandscid.co.za)
- Contact Person: Yazied Davids
- Closing Date: 25 February 2025
- Shortlisted candidates will be contacted for an interview