

Senior Specialist - Commercial and Customer Affairs: Job Profile

Job Profile	
Job title:	- Senior Specialist: Commercial and Customer Affairs
Location:	- Mozambique and South Africa
Job summary and objectives	
Functional area	
- Commercial and Customer Affairs	
Job purpose	
<ul style="list-style-type: none"> - To support the GM: Commercial and Stakeholder Management in developing strategic Commercial and Customer Affairs initiatives and setting the function cost targets - To support the preparation of the annual gas plan - To manage gas flow, capacity, balancing & losses for customers - To assist in identifying and acquiring customers through the assessment of customer viability - To maintain communication with customers and ensure customer satisfaction - To support customer contract management, including assistance in the resolution of issues & disputes - To act as the primary representative, point of contact and signatory regarding ROMPCO's presence in both Mozambique (MZ) and South Africa (RSA) 	
Long-term objectives	
<ul style="list-style-type: none"> - Assist in implementing and monitoring strategic customer/commercial objectives - Ensure smooth execution of customer contracts - Proactively ensure customer satisfaction through regular communication - Aid in finalising satisfactory contracts with customers - Support in driving establishment of ROMPCO's presence in both MZ and RSA 	
Short-term objectives	
<ul style="list-style-type: none"> - Assist in preparing the annual gas plan - Produce gas capacity and loss management reports for customers timeously - Generate longlist of potential customers - Address most immediate customer contract disputes and other customer-related issues - Act as the primary representative, point of contact and signatory for all customer-related issues 	
Responsibilities	
Key Responsibilities	
Commercial and Stakeholder Management Strategy Definition	
<ul style="list-style-type: none"> - Aid in developing, implementing and monitoring strategic customer/commercial initiatives - Support the setting of long- and short-term cost targets for Commercial and Stakeholder Management function and the development of budgets - Assist in reviewing, developing or updating Commercial and Stakeholder Management function policies and processes 	
Capacity Management	

- Assist in preparing the annual gas plan
- Confirm and consolidate customer nominations and requisite gas supply availability
- Monitor and manage pipeline operations Service Provider(s) activities
- Track actual gas flow against planned gas flows and contractual obligations with customers
- Report on gas flow to Mozambican customers
- Monitor measurements of gas at entry and off-take points (for Mozambique and South Africa customers)
- Conduct/oversee investigations into customer claims of off-spec gas and any large discrepancies
- Calculate cumulative gas imbalance for individual customers and adjust daily deliveries of gas to achieve zero imbalance from previous period

Customer Acquisition (where required)

- Generate/update longlist of potential customers
- Aid in developing internal proposals for acquisition of customers
- Analyse viability and estimate ROI of potential customer
- Develop a business case for the infrastructure development project necessary to service new customer

Customer Relationship Management

- Maintain regular communication with customers
- Develop/update customer satisfaction survey and analyse customer satisfaction survey results
- Support in implementing customer service improvement initiatives

Customer Contract Management

- Provide support in customer contract negotiations and finalisation
- Ensure adherence to and smooth execution of customer contracts

Dispute/Issue Resolution

- Identify issue/dispute with customer and aid in investigation process
- Provide support in resolving customer issue/dispute
- Assist in developing and implementing further corrective, preventative or continuous improvement measures to ensure issue/dispute does not recur

Country Management

- Support in driving the establishment of ROMPCO’s presence in MZ and South Africa
- Act as the primary representative, point of contact, and signatory for all MZ and South Africa customer-related issues

Financial responsibilities

Financial responsibilities	Work location and travel
- N/a	- ROMPCO office (MZ) with travel predominantly within Mozambique

Key performance indicators

<p>Finance</p> <ul style="list-style-type: none"> - ROI of acquired Mozambican customer following capital expansion <p>Operations/HSE</p> <ul style="list-style-type: none"> - % gas delivery according to customer contractual obligations - Cumulative gas imbalance per customer 	<p>People</p> <ul style="list-style-type: none"> - % of objectives laid out in Individual Development Plan achieved <p>Customers</p> <ul style="list-style-type: none"> - Customer satisfaction level - Number of customer complaints received / number of customer complaints resolved
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- Number of company violations within ROMPCO's operations	- % compliance to Mozambican customer contracts % compliance to South African customer contracts
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Interfaces

Organisational Structure



Reporting relationships

Reports to

- GM: Commercial and Stakeholder Management

Supervises

- None

Key business contracts

Key internal and external contacts	Reason for frequency of communication
Internal: <ul style="list-style-type: none"> - CEO - GM: Commercial and Stakeholder Management - Specialist: Commercial and Customer Affairs ZA 	Internal: <ul style="list-style-type: none"> - Reporting on any issues within ROMPCO's operations (ad hoc) - Reporting on gas capacity, balancing and losses (monthly) - Report on customer matters and disputes (monthly and quarterly) - Discuss customer acquisition opportunities (quarterly)
External <ul style="list-style-type: none"> - Pipeline operations service provider(s) - Mozambican and South African customers - Legal counsel 	External: <ul style="list-style-type: none"> - Review of gas capacity, balancing and loss data (weekly, monthly) - Address customer contract matters and legal disputes/ issues (ad hoc)

Qualifications

Education and training	
Minimum qualifications	
- Bachelor's degree in a technical or business major	
Additional qualifications	
- Related master's degree	
Experience	
Minimum experience	
<ul style="list-style-type: none"> - 5+ years relevant experience - Working experience in the gas, energy or utility industry with some understanding of the gas industry - Portuguese speaking, with customer service experience in Mozambique - Proven commercial skills, with an understanding of gas transmission processes - Capacity management experience (preferably in a regulatory environment) - Proven record of maintaining customer relationships and assisting in managing key accounts 	
Additional experience	
- Proven experience in acting as a company liaison/representative/point of contact	
Competencies	
Competencies/Skills	
Leadership and behavioural competencies	Proficiency level (basic intermediate, advanced, expert)
- Communication	- Expert
- Problem solving	- Expert
- Results orientation	- Advanced
- Negotiation	- Advanced
- Conflict resolution	- Advanced
Technical competencies	Proficiency level (basic intermediate, advanced, expert)
- Analysis	- Expert
- Commercial acumen	- Advanced
- Customer relationship management	- Advanced
- Customer service	- Advanced
- Financial planning	- Intermediate
- Engineering	- Basic

Applications in the form of a comprehensive CV must be forwarded to Ms Mpho Sekoala via email mpho.sekoala@rompco.co.za or you may apply via the ROMPCO LinkedIn page.

Closing date for all applications is **20 February 2025**.

Please note this position is open to Mozambican and South African applicants.

No late applications will be considered.