



Position:	Field Operations Assistant (Fixed Term Contract)
Reports to:	Field Operations Manager – Northern Division
Job Purpose:	To effectively manage the Field Operations administrative function to maximize profitability and growth for ADRS Diversified Services
Minimum Requirements/ Education:	Grade 12 or NQF Level 4 equivalent required Minimum 3 years' experience within Field Operations, Debt Collection and/or Banking collections environment Tertiary qualification would be an advantage Computer literacy – MS Office - Intermediate level Ability to speak multiple South-African languages advantageous
Required Job Competencies	<ul style="list-style-type: none"> • High level of attention to detail • High standard of both verbal and written communication • Strong report-writing ability • Effective time-management & prioritization skills • Strong ability to work independently and cope effectively whilst under pressure • Deadline driven • Personal resilience, energy and drive • Interpersonal skills • Analytical and problem-solving skills • Driving & leading change • Tenacity • Business Acumen • Teamwork
Key Duties:	<ul style="list-style-type: none"> • Manage the end-to-end administration process within the Field Operations department. • Drive the achievement of Service Level Agreements to achieve customer satisfaction with regards to internal & external queries. • Achieve set collection targets. • Drive Field Operations collection targets. • Attend to daily/weekly/monthly reporting requirements. • Ensure queues are monitored regularly and unassigned to collector accounts are assigned within 24 hours. • Drive contractor overall performance. • Ensure company policies are adhered to and customer requirements met.

Recruitment Compliance:

Should you wish to apply for the above career opportunity, submit your updated CV and other credentials in line with this role via email to Human Resources Department at hr@adrs.co.za

DUE CONSIDERATION WILL BE GIVEN TO APPLICATIONS MEETING THE MINIMUM REQUIREMENTS.

ADRS is committed to development of staff in line with our Employment Equity Policy.

Closing date for applications: 08 September 2025