

JOB TITLE	: REGIONAL MANAGER
REPORTS TO	: GENERAL MANAGER OPERATIONS
BUSINESS UNIT	: OPERATIONS
POSITION STATUS	: IDC 12 MONTHS POSITION
GRADE	: D2
LOCATION	: WESTERN CAPE, NORTHERN CAPE, KWAZULU NATAL X2, NORTH-WEST, MPUMALANGA AND LIMPOPO

## Purpose of the Job

The Regional Manager for the card replacement project is responsible for overseeing multiple card distribution sites/branches within the assigned region. The role involves ensuring the efficient distribution of cards as well as driving excellent customer service and adherence to standard operating procedures. The Regional Manager (RM) will lead branch teams, monitor performance, resolve issues that are escalated by team leaders and retail store managers, ensure that branches always have sufficient stock on hand and will implement strategies to enhance customer experience and meet card distribution targets.

## Job Responsibilities

- Supervise Team Leaders and Customer Service Clerks across the assigned region, ensuring adherence to Standard Operating procedures and standards. Sign off staff time sheets on a weekly basis.
- Monitor card distribution volumes daily and ensure card distribution targets are achieved.
- Ensure compliance to PCI DSS and POPIA standards
- Lead and mentor team leaders to ensure high performance. Provide coaching and subject matter guidance/expertise to the team as required.
- Ensure branches are appropriately staffed and equipped and that overtime work is effectively authorised and managed
- Participate in placement panels to onboard new/additional staff.
- Ensure that all staff in the assigned region are kept abreast of new developments or changes to existing processes, procedures and standards
- Monitor staff and customer feedback and implement improvements to enhance both staff and customer experience. Keep staff motivated to achieve the targets that have been set
- Resolve escalated customer complaints and issues efficiently and professionally
- Resolve issues received from retail store managers efficiently and professionally
- Assist with arranging training and securing training venues in the assigned region as required
- **Conduct Daily check-in meetings with Team Leaders in the morning and afternoon to discuss: Operational challenges**
  - - Performance versus number of beneficiaries for the sites
  - - Daily availability of CSCs and Team Leaders
  - - Alignment with any communique's issued
  - - **The list could be modified as needed.**
- Ensure effective relationship management with all stakeholders (SASSA, Postbank management, clients, suppliers, retail store managers etc.)
- Identify any potential risks and ensure mitigation is in place and escalate any unresolved issues to the Head of Operations for Distribution
- Ensure all branches in assigned region have sufficient stock on hand to meet demands. Note that stock must be ordered before day 1 operations on a site
- Ensure that all equipment, e.g. laptops, fingerprint devices, scanners, and cards are secured and always tracked.
- Act as a training facilitator when required

## Qualifications and Experience

- Bachelor's Degree (required) in Business Administration, Management, or a related field
- 5–10 years of relevant experience in managerial roles, with at least 3–5 years of multi-site management
- Multi-Site Management: Proven experience managing multiple locations or branches, ensuring consistency in operations
- Leadership Experience & People Manager Experience
- Strategic Planning: Track record of developing and implementing business strategies to drive growth and efficiency
- Customer Service Management

## Knowledge and understanding of:

- Industry Expertise
- Business Operations
- Market Trends
- Financial Acumen
- Sales and Marketing:
- Compliance and Legal Requirements:
- Technology Proficiency

## Skills and Attributes

Leadership, People Management, Strategic Thinking, Business Acumen, Operational Expertise, Financial Management, Decision-Making, Problem-Solving, Communication Skills, Interpersonal Skills, Customer Focus, Negotiation, Conflict Resolution, Team Collaboration, Process Improvement, Project Management, Adaptability, Analytical Thinking, KPI and Performance Tracking, Technological Proficiency, Multi-Site Management, Resource Optimization, Time Management, Cultural Awareness, Crisis Management. Integrity, Accountability, Resilience, Confidence, Empathy, Emotional Intelligence, Adaptability, Proactiveness, Decisiveness, Results-Driven, Goal-Oriented, Customer-Centric, Attention to Detail, Flexibility, Motivational, Patience, Collaborative, Innovative Mindset, Strong Work Ethic, Cultural Sensitivity, Diplomacy, Open-Mindedness, Professionalism, Positive Attitude, Humility

## How to Apply

If you wish to apply and meet the requirements, please forward your Curriculum Vitae (CV) to [RecruitmentSN@postbank.co.za](mailto:RecruitmentSN@postbank.co.za). Please indicate in the subject line the position you are applying for. To view the full position specification, log on to [www.postbank.co.za](http://www.postbank.co.za) and click on Careers.

## Closing Date

**23 January 2026**

## Disclaimers

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If you do not hear from the South African Postbank SOC Limited or its Agent within 3 months of this advertisement, please accept that your application has been unsuccessful. The South African Postbank SOC Limited reserves the right not to fill the positions or to re-advertise the positions at any time.

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