



WE ARE HIRING

a fresh start



MPUMALANGA
INTERNATIONAL
FOOD MARKET

Customer Relation Officers

Reference: MPU-NELS-19021291-20260818-4

Closing Date: 31 August 2026

1. About Us

Mpumalanga International FoodMarket (MIF), is a new platform for connecting production, opportunity, and demand - creating a fresh start for farmers, traders, buyers, job seekers and the national food economy. It is not simply another place for work, but a modern workplace and hub for human connection.

2. Job Specification

Personnel (4x) to serve as Customer Relation Officers (CROs), a vital link between MIF and its stakeholders, with focus on focusing on onboarding new clients (buyers), resolving complex inquiries, building long-term trust, and driving satisfaction. The responsibilities includes tracking customer feedback, managing client retention strategies, and acting as the primary escalation point for any complaints

3. Core Responsibilities

- Buyer on-boarding: Registration of new buyers, document verification and issuing of buyer card.
- Customer Support: Answer inquiries, provide accurate product/service information, and assist with feedback.
- Complaint Resolution: Investigate customer issues, actively de-escalate complaints, and provide prompt solutions to protect brand reputation.
- Database Management: Update and maintain accurate client information using Customer Relationship Management (CRM) software.
- Reporting: Document interactions and prepare reports for Customer Relations Manager regarding customer satisfaction and recurring issues.
- Feedback Analysis: Monitoring customer sentiment and tracking data to inform business improvements.

4. Required Qualifications & Skills

- Experience: 1 to 3 years of experience in a customer-facing role.
- Communication: Excellent verbal and written communication skills with a high degree of empathy and patience.
- Education: A diploma or degree in Communications or Business Management is preferred, though not always mandatory.
- Problem Solving: Strong analytical and conflict-resolution skills
- Communication Skills: High emotional intelligence and excellent verbal and written communication to manage high-pressure situations.
- Technical Skills: Proficiency in MS Office Suite and experience with CRM tools.

5. Job Application

MIF has partnered with the Department of Employment and Labour to facilitate and handle all job applications through the Department's Employment Services of South Africa (ESSA)

6. How to apply

- If you have an Active ESSA Online Account, visit the portal and click on Search Opportunity using the Reference Number listed above and submit the application.
- To create an Active ESSA Online Account, visit the link <https://essa.labour.gov.za/EssaOnline/WebBeans/> and follow the guidelines listed below.
 1. Capture the email address
 2. A password will be sent to your email address
 3. Use your ID Number as a **Username**
 4. Copy the password received and paste or type it on the log in the screen
 5. Complete all sections on ESSA

NOTE: The above is the only channel available to access job opportunities at MIF.



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