



SWITCH

Job Title	Business Ops
Location	Kalk Bay, Cape Town
Start	As soon as possible
Terms	Full-time (3 month probation)
Salary	Market Related / To be discussed

// Company Overview

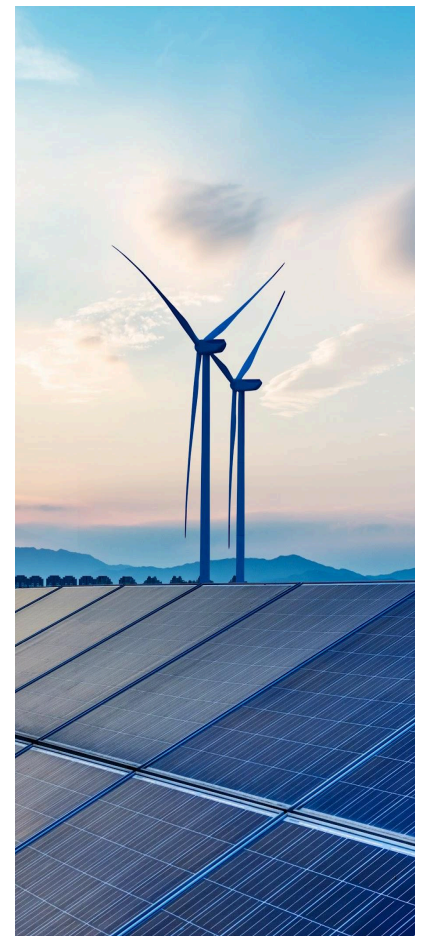
[Switch](#) is a tech company that offers software and hardware solutions for water and energy management. We specialise in smart metering and energy trading solutions.

Our mission is to build disruptive tech to accelerate a sustainable future.

Our smart metering product allows administrators to manage meters, monitor utility usage and facilitate billing and revenue collection. The Switch mobile app enables end users to pay for utilities and view live usage. Our energy trading product is designed for large scale management of electricity wheeling through the national grid. As the South African energy market opens to the private sector, Switch is at the forefront of providing cutting edge software solutions to Independent Power Producers and energy traders.

The goal is to be an industry standard software solution for managing smart metering and energy trading.

The energy trading industry is new and rapidly evolving, with that, our products and software require constant creative input and adaptations.



// Job Description

We are seeking a proactive **Business Ops** candidate to support our clients and internal operations. This role is critical in ensuring smooth day-to-day business administration, maintaining strong customer relationships, and enhancing overall client satisfaction. The ideal candidate is highly organized, detail-oriented, and customer-focused, with an interest in the energy and utility management sector.

We have a strong start-up culture, meaning that we were often breaking ground and dealing with uncertainty.

// Details



40 hours a week (Monday - Friday)



Must be available from 09:00 to 17:00 from Monday - Friday



On-site in our offices in Kalk Bay with option for hybrid flexibility



Daily standups + a weekly team meeting are mandatory

// Key Responsibilities

// Customer Success

- Act as the primary point of contact for customer inquiries, ensuring timely and professional responses.
- Assist customers with onboarding, training, and troubleshooting.
- Work with the technical and sales teams to address customer feedback and implement improvements.
- Maintain customer records and interactions in the CRM system.

// Business Administration

- Provide administrative support to the executive team, including scheduling meetings, handling correspondence, and preparing reports.
 - Assist in invoice generation, billing processes, and account reconciliations.
 - Maintain records of contracts, service agreements, and compliance documentation.
 - Support procurement and vendor management for office supplies, software tools, and operational requirements.
 - Coordinate logistics for company events, training sessions, or client meetings.
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// Required Skills & Qualifications

- Diploma or degree in Business Administration, Customer Service, or a related field.
- 2+ years of experience in customer service, business administration, or a similar role.
- Strong communication and interpersonal skills.
- Proficiency in Microsoft Office (Excel, Word, Outlook) and CRM tools.
- Excellent organizational skills with the ability to multitask and prioritize effectively.
- Problem-solving mindset with attention to detail.
- Experience in the energy, utilities, or technology sector is a plus.

// Why Join Switch Energy?

- Opportunity to work with a forward-thinking company in the energy technology sector.
- Career growth and learning opportunities.
- A collaborative and supportive work environment.
- Competitive salary

// Nice to haves

// Industry

- Prior experience in the metering / utilities / energy sectors
- Understanding of smart metering systems
- Basic understanding of utilities and tariffs
- Up to date with the developments of the South African energy system

// Soft requirements

- **Self managing** - Team members are expected to give updates on successes, blockers and requests for support unprompted. Help, input and collaboration will always be a priority in the team but all members are expected to have ownership of their work.
- **Proactive** - All team members are encouraged to critique the platform, think of improvements and give feedback on the work of others.
- **Good communication** - If the crew don't communicate about leaks in the boat, the ship will sink. Switch team members prioritise listening to each other's challenges and insights. Prompt responses to messages and email are expected during dedicated online hours.
- **Inclusive** - South Africa is beautifully diverse and Switch aims to represent that.
- **Professionalism** - It's important that team members treat their work and others with respect.
- **Sense of humor** - We want to build a team that doesn't take life too seriously and we'd love you to join us in having a laugh!

// How to apply

If you are interested please send us your CV as a PDF attachment along with a letter of motivation to info@switch.org.za with the subject line " Business Ops - Your Name " and we will get back to you.