

JEANETTE BALATA

Administrative Clerk | Sales Associate | Stockroom
Coordinator | Customer Service Representative |
Cashier

+27 73 874 5319 

jeanettebalataj21@gmail.com 

7722 Extension 3, Orange Farm,
Johannesburg, 1841 

PROFESSIONAL SUMMARY

Dedicated and detail-oriented professional with over seven years of experience in customer service, administration, and cashiering. Known for exceptional accuracy in cash handling, data management, and inventory control, with a solid track record in optimizing store operations and supporting sales teams. Proficient in office administration tasks, including data capturing, filing, and managing financial records, with strong interpersonal skills to foster positive client relations. Adaptable and efficient, skilled at multitasking in fast-paced environments and committed to achieving high-quality standards. Seeking a challenging role to leverage experience and contribute effectively to organizational success while enhancing personal and professional growth

EDUCATION

Siyabonga Multipurpose Centre

- Secretarial Administration Certificate | 2011

Ennerdale Secondary School

- National Senior Certificate | 2010

Computer Literacy

- Typing Skills
- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Outlook
- Microsoft Access
- Internet and E-mails

LANGUAGES

- English
- Setswana
- isiZulu

KEY SKILLS & COMPETENCIES

- Customer Service Excellence
- Cash Handling and Reconciliation
- Data Entry and Management
- Inventory and Stock Management
- Administrative Support
- Communication and Interpersonal Skills
- Problem-Solving
- Sales and Account Management
- Detail Orientation
- Multitasking and Time Management

PROFESSIONAL EXPERIENCE

City of Johannesburg (FRU)

EPWP Admin | 2023 -

Duties and Responsibilities

- Supporting administrative functions for the Expanded Public Works Programme (EPWP) by managing files and capturing data accurately, ensuring seamless operational workflows.
- Assisting the program coordinator with administrative tasks, contributing to efficient program management and timely task completion.
- Maintaining accurate records in the City of Johannesburg's systems, ensuring data integrity and accessibility for program stakeholders.
- Engaging with EPWP participants to facilitate smooth processes, providing guidance, and addressing inquiries to improve participant satisfaction.
- Coordinating file management by organizing, updating, and securely storing all program documentation for quick retrieval.
- Ensuring compliance with data accuracy standards in all captured and managed information, aligning with the City of Johannesburg's policies and procedures.
- Monitoring and updating participant records to reflect current program statuses, keeping information precise for reporting and decision-making.
- Collaborating with other City of Johannesburg departments to support integrated program efforts, contributing to effective cross-functional teamwork.

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EXPERTISE

- Time Management
- Negotiation Skills
- Willingness to work extended hours.
- Excellent organizational skills;
- Paying attention to detail and pride in accuracy
- An enthusiastic with a can-do attitude
- Proactive
- A team player
- Goal Driven

PROFESSIONAL EXPERIENCE

City of Johannesburg, Stretford CHC

Admin Clerk | Apr 2021 - Jan 2023

Duties and Responsibilities

- Capturing and organizing data within the City of Johannesburg's Health Information System (HIS) to ensure accurate and efficient retrieval of patient records.
- Managing file organization by maintaining a well-structured filing system, supporting easy access to records for audits and other administrative needs.
- Delivering prompt and courteous customer service to clients and patients, addressing inquiries, and providing guidance on clinic processes.
- Assisting in daily administrative tasks such as filing, sorting documents, and preparing records, ensuring smooth operations and timely task completion.
- Supporting staff with internal audits by pulling and organizing necessary files, and contributing to accurate and compliant record-keeping for the clinic.
- Ensuring confidentiality and compliance by adhering to data protection policies and safeguarding sensitive patient and organizational information.
- Collaborating with clinic personnel to improve administrative workflows, fostering a productive environment that supports efficient clinic operations.

City of Johannesburg

Cashier | Aug 2017 - Apr 2018

Duties and Responsibilities

- Processing payments efficiently for various services at the City of Johannesburg, ensuring accurate transactions, and providing prompt receipts to customers.
- Engaging with customers to provide assistance, answer inquiries, and offer guidance on city services, enhancing overall customer satisfaction.
- Supporting the administrative team by assisting with filing and organizing data, contributing to smooth and efficient office operations.
- Conducting regular stockroom audits and maintaining detailed records, ensuring inventory control, and preventing stock discrepancies.
- Maintaining accurate transaction records and daily reports, ensuring that all payments and cash handling align with city financial policies.
- Resolving customer issues promptly by addressing payment inquiries and service concerns, ensuring a positive experience at the City of Johannesburg.
- Collaborating with colleagues and management to streamline customer service operations, fostering a cohesive team environment, and improving service efficiency.

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PROFESSIONAL EXPERIENCE

Edgars Eyethu Mall

Sales Floor Associate | Oct 2013 – May 2017

Duties and Responsibilities

- Facilitating new account setups at Edgars Eyethu Mall by guiding customers through the process, ensuring a smooth and efficient onboarding experience.
- Providing outstanding customer service to clients, addressing inquiries, and offering support to enhance customer satisfaction and loyalty.
- Assisting with stock room administration by organizing inventory and tracking stock levels to maintain order and support efficient sales operations.
- Contributing to store financial reporting by accurately recording sales and stock data, and supporting management in financial planning and analysis.
- Performing cashier duties, including cash handling, processing payments, and reconciling cash drawers, ensuring accurate financial transactions.
- Maintaining a clean and organized sales floor to create a welcoming shopping environment and ensure ease of access to products for customers.
- Collaborating with team members to support daily store operations, promote teamwork, and ensure a seamless shopping experience at Edgars Eyethu Mall.

Edgars Evaton, Evaton Mall

Head Cashier | Nov 2012 – Oct 2013

Duties and Responsibilities

- Managing daily cash operations at Edgars Evaton by overseeing the cashier team, ensuring accurate transaction processing, and balancing cash drawers to maintain financial integrity.
- Reconciling daily transactions by reviewing and verifying sales and returns, ensuring consistency and accuracy in all recorded transactions.
- Conducting store banking and petty cash management activities, maintaining strict accuracy in financial reporting, and ensuring sufficient funds for daily operations.
- Supervising and supporting the cashier team by providing guidance on transaction procedures and handling escalations, fostering an efficient and positive checkout experience for customers.
- Assisting customers on the sales floor by answering inquiries, managing accounts, and providing product information to enhance customer satisfaction and drive sales.
- Maintaining accurate records of all cash and transaction activities, ensuring data integrity and compliance with Edgars Evaton's financial protocols.
- Collaborating with sales and customer service teams to provide seamless support across the sales floor, contributing to a cohesive and customer-focused store environment.

REFERENCE

Coordinator | Phindile Magojo
[City of Johannesburg (FRU)]
Contact Number: +27 11 850 1065

Store Admin Manager | Sipiwe Mthembu
[Edgars Evaton]
Contact Number: +27 71 599 5040

Store Manager | Simon Zilo
[Edgars Eyethu Mall]
Contact Number: +27 63 249 1895

Manager | Thabo Dingane
[City of Johannesburg]
Contact Number: +27 73 390 0629

Chief Admin Clerk | Ntswaki Mayisela
[Stretford CHC]
Contact Number: +27 73 541 6009