





# EUGENIA BASETSANA NGOEPE

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English and Sepedi 



## PERSONAL STATEMENT

Experienced Office Administrator with a demonstrated history of working in the Postal Services Industry and mainly working for Senior Management. Known for utilizing strong communication skills to communicate well with other staff members and employees. Dedicated to creating office environments conducive to optimal workflow and success. Bringing forth the ability to support and stimulate office stability and growth. A strong administrative professional with a Bachelor of Business Administration.



## PERSONAL INFORMATION

**Driver's License** | Code B



## EDUCATION

**Bachelor of Administration** | Mancosa

2015

**Senior Certificate (Matric)**

1992



## EXPERIENCE

**Chief Administrative Officer** | South African Post Office

October 2006 – Current

- General administrative duties – Asset Management-Handling of S&T Claims
- Customer Complaint Management,
- IFS (International Financial Service) Password Creation,
- Generating of Bulk Motor Vehicles Quotes for External Clients Minutes-Taking,
- Preparation of HR Transfers, Cross Transfers and Early Retirement Application Memo's,
- Manage databases and document processing (MIS),
- Preparing of regular administrative reports as requested by management,
- Organize a filing system for important documents,
- Schedule meetings and maintain the Regional General Manager's calendar and book meeting rooms as required,
- Procurement – Creation of orders and Good Receipting of Goods and Services and preparation thereof to Accounts Payable.

## Teller | South African Post Office

April 1995 – October 2006

- Promoted, sold, and delivered all Post Office and services,
- Communicating with customers by providing product and service information,
- Keep record of all transactions (manual/electronic),
- Receive payments and do payouts,
- Receive, accept, prepare, and deliver all types of mail items,
- Manage customer service areas,
- Financial and Operational Control –accepted cash, cheques, and other payments in accordance with Company policies, procedures, and instructions. Safeguarded cash, cheques, and other assets. Assisted branch management with financial, stock, and operational control functions,
- Continuous development to improve service delivery- kept abreast with changes in the business environment as well as to all the products and services, policies, and procedures. I transferred knowledge to other team members (new staff appointed),
- When the Branch Manager or the Chief Teller went on leave, I would relieve them.



## ATTRIBUTES & COMPETENCIES

- Excellent communication verbal and written
- Attentive
- Work well under pressure – both Independently and in a Team
- Planning, organizing
- Research and Presentation skills
- Procurement skills –Supply Chain Management (Creation of Orders & Goods Receipt)
- Self-motivated and team player
- Interpersonal skills
- Professionalism
- Administrative skills
- Highly motivated and reliable
- Strong analytical, decision and problem-solving skills
- Report Writing skills and deadline driven
- Able to relate easily and effectively with managers, clients and colleagues
- Adaptive and Reliable
- Proficient in Microsoft Office
- Knowledge of SAP
- Batho Pele Principles



## REFERENCES

- **Mr. D.H Mahlangu**  
Area Manager (Former Manager)  
012 339 7086  
[Dumisani.Mahlangu@postoffice.co.za](mailto:Dumisani.Mahlangu@postoffice.co.za)
- **Mr. S.K Manyelo**  
Control Administrator for Pension and Retail Postal Agencies (Former Supervisor)  
012 339 7176  
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- **Mr. F.M. Koti**  
Regional General Manager – Gauteng (Former Manager)  
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