

Position: Licensing Clerk
Business Unit: Garden City Motors
Location: Pietermaritzburg
Reporting to: Manager: Administration



Overview: Job purpose and deliverables

NMI is looking for a **Licensing Clerk** who thrives in a busy, deadline-driven environment and enjoys working as part of a dynamic team. This role requires strong administrative skills, accuracy, and the ability to manage multiple licensing processes efficiently.

Purpose of the role: To deliver and collect daily registration documents to and from various license departments. To do daily banking and postal requirements and collect and deliver any documentation between branches and the Head Office.

Key deliverables and outputs:

1. Customer

- Establish and maintain healthy relations with license departments that provide service to the company
- Responding and resolving queries received from the Suppliers within set turnaround times

2. Process

- Manage and control the process of submitting and collecting registration documents from various license departments daily
- Manage and action the process of submitting NCOs
- Assist with the administration process in the registration and deregistration of documents when required
- Verbally/email notification report daily on the progression of registration documents expected back from the license departments
- Balance payments to the license office and hand them in to the Finance Department before the close of business on the same day processed documents are received from the license department
- Receiving keys from Suppliers and sending them to the sales warehouse
- Collecting all registration documents and keys from the Suppliers
- Reporting and updating the company on all changes that happen at the Suppliers
- To get all keys received from Suppliers to the Branches before the auction date
- Always follow Company processes concerning getting keys to Branches timeously by thoroughly adding and updating information on the company's Operating System to keep track
- Make sure that documents are returned to the Supplier within set turnaround times
- Follow up with Suppliers on the progress of the problems being resolved to improve turnaround times on problem papers

3. General Administration

- Responding and resolving queries received from the Suppliers within set turnaround times
- Providing accurate feedback to the Suppliers
- Working towards not having queries in the inbox older than 2 days and managing time better
- Assist with general administration in the department in terms of registration documents, filing, and updating contact lists
- Updating contact lists weekly
- Ensure that all documentation is correctly filed weekly

Internal customers

- Branch employees, inter-departments

External stakeholders

- Customers, Suppliers, OEMs



Overview: Essential individual competencies to be successful in the job

Academic qualifications

- Matric
- Valid Driver's License
- Business Administration / Related Tertiary qualification

Work Experience

- 1-3 years of previous work experience as a Driver
- At least 2-3 years of experience working with vehicle keys and registration documents
- Experience in the Insurance or Automotive Industry

Knowledge and Skills

- South African routes
- Existing Standard Operating Procedures
- Excellent written and oral communication skills
- Time management
- Ability to manage multiple tasks and priorities
- Work under pressure
- Attention to detail

Behavioural Attributes

- Commitment to behaving ethically and in line with organisational values
- Focus on getting things done
- Passion for customer service
- Ability to multitask
- Remain resilient with stress and pressure
- Preference for teamwork
- Customer centricity and focus
- Ability to solve problems

Level of Decision-Making

Decision-making takes operational trends and business plan into account and generates multiple possibilities that involve trade-offs and juggling of multiple variables (budget, people, technology).

Level of Problem Solving

Problem solving requires specialist and/or highly technical ideas/concepts.

APPLICATIONS MUST BE FORWARDED TO: ON, OR BEFORE: 15 June 2026

Email: Recruitment@nmi.co.za

Please use reference number: Licensing Clerk – Garden City Motors Pietermaritzburg

Any internal employee who considers this opportunity must inform his/her manager prior to applying/attending an interview.

Should you not receive a response in 10 days, please consider your application as unsuccessful as Selection will be done in terms of the company's Employment Equity Policy