

DAISY BUSINESS SOLUTIONS

Service Controller

Service Division · Bryanston, Johannesburg · Permanent · 1 Position

The person clients rely on. The role that keeps the engine running.

40yrs

Serving South Africa

100+

National Technicians

1

Open Position

ABOUT DAISY BUSINESS SOLUTIONS

40 years of South African business. Powered by people who care.

Daisy Business Solutions has been a trusted partner to South African businesses for four decades — delivering end-to-end technology solutions across Telco, Connectivity, Office Automation, Managed IT, Networking, Software, Security, and Document Management. With a national footprint, 100+ technicians deployed across the country, and clients ranging from small businesses to large enterprises, Daisy has built its reputation on one thing above all else: reliable, responsive service.

That reputation starts with the people closest to the client. The Service Controller role is one of the most important in the business — sitting at the centre of client communication, service coordination, and operational follow-through. It is the role that clients feel every time they pick up the phone, and the role that keeps Daisy's service delivery running smoothly from the inside.

We are looking for a professional, organised, and customer-focused Service Controller to join our Bryanston team — someone who thrives in a fast-paced environment, takes pride in excellent service, and wants to build a long-term career in a company that values the people who make a real difference.

No two days are the same

This is a dynamic, varied role — you will handle a mix of customer queries, service requests, repairs, quotes, and cross-department coordination. If you enjoy staying busy, problem-solving on your feet, and seeing tasks through to completion, this is the environment for you.

Your impact is visible and valued

When a client's issue is resolved quickly and professionally, that is you. When the service department runs smoothly and deadlines are met, that is you. The Service Controller is a critical role — and the people who do it well are recognised and rewarded for it.

A real path forward for people who take initiative

Daisy actively supports career development for people who demonstrate capability and drive. Strong performers in this role grow into Senior Service Coordination, Customer Relations Management, and Account Management positions within the business.

THE ROLE

What you will own

As a Service Controller at Daisy's Bryanston office, you are the first point of contact for clients requiring service support — and the operational link between the customer and every team that needs to be involved in resolving their issue. You will manage a high volume of incoming queries, log and track service requests from first call through to resolution, coordinate across departments, and ensure every client receives timely, professional communication throughout their interaction with Daisy.

Success in this role looks like a service function that runs cleanly and on time. Service requests are logged accurately, repairs are tracked and followed up, clients are kept informed at every stage, and turnaround times are consistently met. After six months, you are the person both clients and internal teams rely on — because you are organised, proactive, and dependable.

Day-to-day responsibilities

- Handle customer calls and emails daily — providing quick, professional, and helpful responses to every client interaction
- Log service requests, maintenance calls, repairs, and loan units accurately in the system, ensuring everything is tracked, assigned, and followed up
- Coordinate across departments — resolving customer issues, processing quotes, placing orders, and ensuring jobs are completed efficiently and on time
- Keep customers informed and updated throughout the progress of their queries, repairs, or system issues — providing regular, proactive communication
- Manage multiple open requests simultaneously, prioritising effectively to meet SLA requirements and turnaround targets
- Handle escalations and difficult customer situations with professionalism, empathy, and composure — finding solutions even under pressure

WHAT WE'RE LOOKING FOR

You're the right fit if...

You have at least three years of experience in a customer support or call centre environment and you know how to manage a busy, high-pressure workload with professionalism and composure. You are organised, proactive, and comfortable working with multiple priorities at once. You communicate clearly — whether you are handling a frustrated client on the phone, following up with a technician, or updating a quote in the system. You take pride in the quality of your service, and you do not let things slip through the cracks.

Essential requirements

- Minimum 3 years of experience in a customer support or service coordination role — essential
- Minimum 3 years of experience in a call centre environment
- Excellent verbal and written communication skills — confident across phone, email, and internal communication
- Computer literate with solid knowledge of Microsoft Office (Word, Excel, Outlook)
- Ability to manage multiple tasks and priorities simultaneously in a fast-paced, high-pressure environment
- Matric Certificate — minimum qualification
- Based in or able to commute to Bryanston. Occasional travel may be required.

Attributes we look for

- Organised and detail-oriented — you log accurately, follow up consistently, and nothing gets forgotten
- Calm under pressure — you handle difficult situations and frustrated clients with patience and professionalism
- Proactive — you spot potential issues before they escalate and act without waiting to be asked
- A genuine team player — you contribute positively to the culture, energy, and performance of the people around you
- Customer-first — you genuinely care about the experience every client has with Daisy, from first call to final resolution

COMPENSATION

A market-related package in a role that matters.

Daisy offers a market-related salary package for this role, commensurate with experience and the scope of responsibilities. This is a permanent position in a stable, well-established business — with the security and support that comes from being part of a nationally recognised company with four decades of operation behind it.

Base Salary	Market related — commensurate with experience
Structure	Permanent, full-time
Location	Bryanston, Johannesburg (office-based)
Travel	Occasional — as required
Reporting Line	Janice Pillay, Service Division

TRAINING & CAREER DEVELOPMENT

Supported from day one. A clear path from there.

You will receive full on-the-job training across Daisy's systems, processes, products, and service procedures from the moment you start. You will not be left to figure it out alone — the service team and management are invested in your success and provide ongoing support and coaching throughout your time in the role.

What your onboarding includes

- Full training on Daisy's internal systems, service logging platforms, and operational procedures
- Product and portfolio knowledge training — so you can handle customer queries with confidence from the start
- Ongoing coaching and support from the service team and your direct manager throughout your ramp period
- Exposure to cross-functional teams — technical, sales, and operations — building a broad understanding of the business



Daisy recognises and rewards people who take initiative, deliver consistently, and demonstrate the drive to grow. This role is a genuine starting point for a career in service management, customer relations, or account management within the Daisy Group.

LIFE AT DAISY

A fast-paced team. A role with real purpose.

Daisy's Bryanston service team is a close-knit, professional group that takes its work seriously and supports each other through busy periods and challenging days. The environment is fast-paced and dynamic — which is exactly what makes it rewarding for people who thrive on variety, purpose, and the satisfaction of a job well done.

- Your role has real impact. When you do your job well, clients feel it — and so does the business.
- Your team has your back. The service team is collaborative, experienced, and genuinely supportive.
- Your training is structured and ongoing. You will always have the knowledge and tools you need to do your job confidently.
- Your growth is recognised. People who take initiative and deliver consistently move forward here.
- Your work environment is stable. Daisy has been in business for 40 years — this is a company built for the long term.

Bryanston, Johannesburg. Permanent. Starting as soon as possible. If you are an experienced, customer-focused professional who is ready to own a critical service coordination role — we want to hear from you.

ROLE DETAILS

Position overview

Position	Service Controller
Division	Service
Location	Bryanston, Johannesburg (office-based)
Reports To	Janice Pillay
Employment Type	Permanent
Positions Available	1
Experience Required	Minimum 3 years customer support / call centre
Travel Required	Occasional
Own Vehicle Required	No
Start Date	As Soon As Possible
Salary	Market related — competitive
HR Contact	lavania.padayachee@daisy.co.za 031 328 2008

THE PERSON OUR CLIENTS RELY ON. COULD THAT BE YOU?

If you thrive under pressure, take pride in great service, and want to grow — apply today.

lavania.padayachee@daisy.co.za
031 328 2008