

EJD TALENT SOLUTIONS

Hiring Guide

Administrator

ADMINISTRATION & BACK-OFFICE SUPPORT

WHAT THIS ROLE ACTUALLY DOES

An Administrator keeps the operational backbone of a business running: scheduling, records, correspondence and the dozens of small tasks that quietly keep everyone else productive. The role is often underestimated in hiring, but a weak administrator creates friction everywhere, while a strong one removes it invisibly.

SKILLS & QUALITIES TO SCREEN FOR

- Genuine organizational systems, not just "I use a to-do list"
- Practical proficiency with the specific software the role requires (MS Office, scheduling, basic bookkeeping)
- Discretion and judgment handling confidential or sensitive information
- Clear, professional written communication, evident in their own application
- Ability to work independently and prioritize without constant supervision

RED FLAGS TO WATCH FOR

- Vague or generic answers about the specific software or systems they've used
- No concrete example of managing multiple competing deadlines successfully
- Poor written communication in their CV or application, a preview of daily correspondence quality
- Can't describe a clear approach to handling confidential information
- No example of catching or fixing their own mistake without being told to

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SAMPLE INTERVIEW QUESTIONS

- 1 Describe your system for managing multiple deadlines and priorities at once.
- 2 Tell me about a time you made a mistake at work. How did you handle it?
- 3 What software have you used for scheduling, records, or correspondence?
- 4 How do you handle confidential or sensitive information?
- 5 Describe a time you had to push back on or say no to a request from a manager.

SALARY QUICK REFERENCE (GAUTENG, 2026)

Junior (1–3 yrs)	R120,000 – R190,000
Mid-Level (4–7 yrs)	R190,000 – R280,000
Senior (8–12 yrs)	R280,000 – R380,000
Specialist+ (13+ yrs)	R380,000 – R520,000

Full breakdown available in our Administration Salary Benchmarking Report.

HOW EJD CAN HELP

Administration roles are easy to underinvest in during hiring, and expensive to get wrong. EJD screens for judgment and reliability, not just software checkboxes. Submit a vacancy and we'll have a shortlist back within 72 hours.

This guide reflects EJD Talent Solutions' hiring approach and general market observations as of 2026. It is intended as practical guidance, not a substitute for a tailored hiring strategy.

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