



THABAZIMBI LOCAL MUNICIPALITY

PRIVATE BAG X530

THABAZIMBI

0380

Tel.: 014 777 1525 / Fax: 014 777 1531

Applications are invited from suitable qualified experienced persons for appointment in the under mentioned post.

CUSTOMER CARE OFFICER **(BUDGET AND TREASURY)**

SALARY PACKAGE: Post Level 6 (R244, 640.92) per annum. Additional benefits attached to the position are as follows: ((i) Medical aid cover is subsidized by 60% of the total contribution for family members; (ii) Pension fund contribution by Municipality is 18% of basic salary; (iii) Housing subsidy is available on repayment of a bond provided that the house is registered in the name of the employee.

QUALIFICATIONS: A Diploma in Office Management/ Communication/ Public Administration or equivalent. Code B Driver's License, Computer Literacy- Office Applications

EXPERIENCE: At least 2 years' credible experience in the relevant field.

SKILLS: Good computer knowledge and skills; Knowledge of MUNSOFT will be an added advantage; Good communication & report writing skills; Good problem solving skills & must be prepared to work under pressure.

KEY PERFORMANCE AREAS:

Attend to queries/ complaints to municipal services/ events and implementing contingency plans/ corrective measures to address shortcomings. Executing specific planned/ routine maintenance requirements and/ or interacting with specialist service providers and/or technician to address system and connectivity faults disrupting operators. Directing operations under single or multi emergency conditions (Fire and disaster) and transmitting early warnings to communities at risk, including relevant stakeholders. Handling Emergency calls and notifying the Fire/ Disaster Management Sections on the type of emergency services for dispatch, including monitoring response time. Monitoring that the call centre is adequately operated. Keep a record of queries that are reported by customers. Handling of telephonic queries that are reported by customers. Refer the queries to the relevant departments for processing.

CLOSING DATE: 20 SEPTEMBER 2019

If you are interested and you are in possession of the necessary qualifications and experience, please address your application form obtainable on the municipality website (www.thabazimbi.gov.za), together with certified copies of qualifications and identity documents to the following address:

NOTICE NUMBER: 36/2019

**Municipal Manager
Private Bag X530
THABAZIMBI
0380**

Application forms are also available at the Human Resources Office of the Thabazimbi Local Municipality, Corporate Services Department, Sarel Pelsler Centre, Rietbok Street, Thabazimbi or telephone number **014 777 1902 ext 105**.

APPLICATIONS BY FAX OR E-MAIL WILL NOT BE ACCEPTED.

Thabazimbi Local Municipality is an Equal Opportunity Employer and all appointments will be in accordance with the Employment Equity Act.

If you are not invited for an interview within 20 (Twenty) working days from the closing date, you must accept that your application was unsuccessful. No further correspondence will be entered into. Candidates will be subjected to verification of credentials.

NB. Canvassing with councilors is not permitted and proof thereof will result in disqualification.

**TG RAMAGAGA
MUNICIPAL MANAGER
THABAZIMBI LOCAL MUNICIPALITY**