



BERGRIVIER MUNICIPALITY

Bergrivier Municipality ensures the wellbeing of all communities within the Bergrivier region through economic growth, social wellbeing, community involvement and effective management within a safe and healthy environment. Women and persons with disabilities are encouraged to apply.

Bergrivier Municipality with its head office in Piketberg and approximately an hour's drive from Cape Town currently has the following vacancy and awaits applications from competent persons who comply with the minimum job requirements.

VACANCY **INTERNAL & EXTERNAL APPLICATIONS WILL BE CONSIDERED**

CLIENT SERVICES OFFICER (VELDDRIF X1, PIKETBERG X1) **DIRECTORATE: CORPORATE SERVICES**

Requirements: Grade 12 · Certificate in Office Administration · Code B Driver's license · Proficiency in at least 2 of the official languages of the Western Cape · Good human relations, interpersonal and communication skills · Ability to give attention to detail · High level of responsibility · Ability to work under pressure · Ability to deal with conflict situations · Must be physically fit and able bodied · Ability to meet pre-, undetermined and conflicting deadlines and interruptions in the job with resulting decisive action to deal with critical issues, including peak periods · Must work overtime when required · Must perform duties in any area of the municipality when required · Two (2) years relevant experience.

Key Performance Areas: Responsible for the delivering of a multi-disciplinary enquiry-, information and complaints management service to the public · Administer the implementation of procedures, applications, software systems and controls to facilitate and support the recording, updating, circulation and maintenance of information from and to the community and staff with regards to complaints, queries, inputs and information · Responsible for rendering a reception-, switchboard operating-, office and facility cleaning- and messaging service · Attends to specific administrative activities associated with record-keeping and query resolution · Manage the day-to-day operations of the switchboard and ensure adherence to standards and procedures, and/or resolve functional problems · Manages the daily cleaning services of the municipal offices · Monitors and reports to the immediate supervisor on specific aspects associated with performance and risk and provides generalist support · Co-ordinates the administrative dimension associated with the processing of queries and complaints from the general public · Co-ordinates and controls specific processes associated with implementation of the electronic customer care management programme · Co-ordinates and controls tasks/activities associated with controlling personnel performance, productivity and discipline · Any other related duty as requested by the supervisor.

Salary:	R 239 304.00 per annum (T10 of a Category 3 Local Authority)
Date of acceptance:	01 February 2022 or as soon as possible
Enquiries:	Mr SMN Lesch at 022 913 6000

GENERAL:

1. A service bonus equivalent to one month's salary, where applicable, will be payable and be supplemented by the normal benefits applicable to the Municipality, including a housing allowance for home owners, subject to certain conditions.
2. The Municipality is an equal opportunity employer and respects the conditions of the Employment Equity Act, preference will be given to candidates who comply with the Employment Equity Targets.
3. The Municipality is not bound to make any appointment.
4. All appointments are subjected to Police clearings; which means that you give us permission to obtain Police clearance, by applying for a position at the Municipality.
5. Applications received after the closing date or which have been received without the documentation mentioned below, will not be considered.
6. Only short-listed applicants will be contacted for interviews. Applicants can regard their applications as being unsuccessful if no feedback has been received within six weeks from the closing date.
7. Canvassing of any councillor and/or member of the Appointment Committee and/or any personnel member of the Municipality will not be allowed and will immediately disqualify applicants.
8. In addition to the minimum job requirements and station mentioned herein, applicants may be expected to work overtime or be on standby, as well as render services in other parts within the municipal area, as required.
9. Appointment in certain posts is subject to a security clearance and applicants will also undergo an interview and evaluation process and where necessary, write a trade test.
10. The municipality respects the conditions of the Protection of Personal Information Act. By submitting your information and application you confirm that the information you have provided to us is true, up to date and correct.
11. Preference will be given to internal and local candidates within the Bergrivier Municipal area.

A covering letter with at least two contactable references (managers, subordinates or peers), must accompany the completed prescribed application form (available on request at Tel. 022 913 6000 or on the municipality's website www.bergmun.org.za) with certified copies of the necessary qualification certificates, ID document, Drivers Licence and a Curriculum Vitae (Maximum of 3 pages), (only one post per application form) to reach the **Municipal Offices, Piketberg or mailed to P O Box 60, Piketberg 7320 for the attention of Ms W Terry Thomas (Human Resources Officer: Provisioning and Administration)** by no later than the closing date.

NO FAXES OR ELECTRONIC APPLICATIONS WILL BE ACCEPTED.

CLOSING DATE: FRIDAY, 10 DECEMBER 2021 AT 15:00

ADV H LINDE
MUNICIPAL MANAGER

MN 257/2021

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PIKETBERG
7320