

VACANCY VAKATURE



DIRECTORATE CIVIL ENGINEERING SERVICES

ADMINISTRATOR: COMPLAINTS INVESTIGATION

WC0441909

REF: CIV T9 04/03/22

SALARY SCALE: R228 156 – R296 220 per annum T9

REQUIREMENTS:

- NQF level 5
- Computer Literacy
- Valid Driver's license
- 3 years relevant experience
- Must be able to communicate in at least 2 of the official languages of the Western Cape.

PHYSICAL REQUIREMENT ATTACHED TO THE POSITION:

- Physically able to move between venues and visit site camps

SPECIAL CONDITIONS ATTACHED TO THE POSITION:

- Outstanding interpersonal and communication skills
- Good Public Relations skills
- Be able to function under extreme pressure
- General knowledge of OHS Act
- Good personnel co-ordination skills
- Knowledge of Batho Pele principles
- Report writing skills
- Knowledge of Services Standards
- Able bodied

DUTIES:

- Ensure the Section is capably positioned to deliver on the requirements and priorities and maintain acceptable standards of quality with regards to service delivery
- Ensure that complaints received is classified and the service to attend the complaint streamlined
- Create better customer relations and to enhance the public perception of council
- Ensure that all relevant data is captured accurately and timeously and that all correspondence received through electronic mail is tended and responded to in line with the required service standards
- Ensure that an efficient support service is provided
- Ensure administrative sequences dictating reporting requirement and approval procedures are complied with and correspondence responded to through the provision of accurate information
- Ensure that a professional channel of communication is established and maintained
- Ensure that a positive work environment is created and maintained for subordinate personnel

ENQUIRIES: MS L MOOIMAN 044 801 9354

The George Municipality will consider all applications in terms of its Employment Equity Plan which acknowledges the imperative need to diversify the demographic composition of its workforce, with the emphasis on appointing candidates from the designated/under – represented groups. Canvassing for appointment will lead to automatic disqualification.

If you meet the requirements, forward detailed CV, covering letter with a completed application form obtainable from the HR Office, Civic Centre, York Street, George. Please address your application to: The Manager Human Resources, PO Box 19, George, 6530 or via e-mail: recruitment@george.gov.za

Please note: Please attach certified copies of highest educational qualifications or relevant qualifications as per the job requirements. **State clearly on your application the reference number and post for which you are applying.** Your application will be subjected to verification of qualifications as well as credit and criminal record checks.

Late applications or applications sent via fax will not be accepted.

If you are not invited for an interview within 3 months of the closing date, please accept that your application was unsuccessful.

THE GEORGE MUNICIPALITY RESERVES THE RIGHT NOT TO MAKE AN APPOINTMENT

CLOSING DATE: 01 APRIL 2022

DIREKTORAAT SIVIELE INGENIEURSDIENSTE

ADMINISTRATEUR: KLAGTES ONDERSOEKE

WC0441909

VERW: CIV T9 04/03/22

SALARISSKAAL: R228 156 – R296 220 per jaar T9

VEREISTES:

- NQF vlak 5
- Rekenaar geletterdheid
- Geldige bestuurslisensie
- 3 jaar relevante ondervinding
- Moet in tenminste 2 van die amptelike tale van die Wes-Kaap kan kommunikeer

FISIESE VEREISTES VERBONDE AAN DIE POSISIE:

- Fisies instaat wees om tussen lokale te beweeg en terreinkampe te besoek.

SPESIALE VOORWAARDES VERBONDE AAN DIE POSISIE:

- Uitstekende interpersoonlike en kommunikasievaardighede
- Goeie publieke verhoudingsvaardighede
- Instaat wees om onder uiterste druk te kan funksioneer
- Algemene kennis van BGW-wet
- Goeie personeelkoördineringsvaardighede
- Kennis van Batho Pele-beginsels
- Verslagskryfvaardighede
- Kennis van Dienstestandaarde
- Weerbaar

PLIGTE:

- Om te verseker dat die afdeling bekwaam geposisioneer is om aan die vereistes en prioriteite te voldoen en aanvaarbare standaarde van kwaliteite met betrekking tot die dienslewering te handhaaf
- Om te verseker dat klagtes wat ontvang word, geklassifiseer word en die diens om die klage te woon, vaartbelyn is
- Beter kliënteverhoudings te skep en die publieke persepsie van die Raad te verbeter
- Verseker dat alle relevante data akkuraat en betyds vasgele word en dat alle korrespondensie wat deur elektroniese pos ontvang word, versorg en beantwoord word in ooreenstemming met die vereiste diensstandaarde
- Verseker dat 'n doeltreffende ondersteuningsdiens verskaf word.
- Verseker dat administratiewe volgordes wat aanmeldingvereistes en goedkeuringsprosedures bepaal, nagekom word en op korrespondensie reageer word deur die verskaffing van akkurate inligting
- Versekering dat 'n professionele kommunikasiekanaal gevestig en instand gehou word
- Verseker dat 'n positiewe werksomgewing vir ondergeskikte personeel geskep en instand gehou word

NAVRAE: ME L MOOIMAN 044 801 9354

Die George Munisipaliteit oorweeg alle aansoeke in terme van sy Diensbillikheidsplan, wat erkenning verleen aan die dringende behoefte om die demografiese samestelling van die personeelkorps te diversifiseer, veral met die oog op die aanstelling van geskikte kandidate uit die aangewese/ondervteenwoordigde groepe. Gunswerwing met die doel om aangestel te word, sal u outomaties vir die pos diskwalifiseer.

Indien u aan die posvereistes voldoen, stuur 'n volledige CV, dekbrief en aansoekvorm, verkrygbaar by die kantoor: Menslike Hulpbronne, Burgersentrum, Yorkstraat, George. Rig u aansoek aan: Die Bestuurder, Menslike Hulpbronne, Posbus 19, George, 6530 of per e-pos: recruitment3@george.gov.za

Let wel: Heg asseblief gesertifiseerde afskrifte van u hoogste opvoedkundige kwalifikasies of relevante kwalifikasies soos vereis van die pos aan u aansoek. **Meld asseblief duidelik op u aansoek die verwysingsnommer en pos waarvoor u aansoek doen.** Neem kennis dat u aansoek aan verifikasie van kwalifikasies, krediet en kriminele rekords, onderwerp sal word.

Laat aansoeke of aansoeke per faks sal nie aanvaar word nie.

Indien u nie binne 3 maande na die sluitingsdatum vir 'n onderhoud genooi word nie, kan u aanvaar dat u aansoek onsuksesvol was.

DIE GEORGE MUNISIPALITEIT BEHOU DIE REG VOOR OM NIE 'N AANSTELLING TE MAAK

SLUITINGSDATUM: 01 APRIL 2022