

## EXTERNAL CIRCULATION

**DIRECTORATE: CIVIL ENGINEERING SERVICES**

**POST DESIGNATION: ADMINISTRATOR (COMPLAINTS INVESTIGATION)**

**REF: 2418333**

**Salary** : R239 340 – R310 740 T9 per annum  
**Additional Service Benefits** : Medical Aid, Pension, Housing/Rental Allowance (subject to prescribed Requirements), 13th Cheque and Group Life Insurance

### **MINIMUM REQUIREMENTS:**

- Grade 12 (NQF level 4)
- Computer Literacy: MS Office
- Valid driver's license
- Minimum 5 years relevant experience with supervisory experience

### **COMPETENCIES:**

- Oral and written communication
- Attention to detail
- Ethics And Professionalism
- Organisational Awareness
- Problem Solving
- Planning and Organising
- Use of Technology
- Data Processing & Analysis
- Interpersonal Relationships
- Service Delivery Orientation
- Client Orientation and Customer Focus
- Resilience
- Impact and Influence
- Team Orientation
- Direction Setting
- Coaching and Mentoring

### **KEY PERFORMANCE AREAS:**

- Ensure the Section is capacity positioned to deliver on the requirements and priorities and maintain acceptable standards of quality with regards to service delivery
- Ensure complaints received is classified and the service to attend to the complaint streamlined
- To create 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 to
- Ensure that an efficient support service is provided
- Ensure administrative sequences dictating reporting requirements and approval procedures are complied with
- Ensure that professional channel of communicating is established and maintained
- Ensure that a positive word environment is created and maintained for subordinate personnel

**ENQUIRIES: MS L MOOIMAN (044 – 801 9353)**

Applicants must submit a formal application form and a comprehensive CV, copies of qualifications, identity document and driver's license. Applications must be submitted **electronically** preferably as one PDF document to [recruitment@george.gov.za](mailto:recruitment@george.gov.za). Application forms can be obtained from the Municipal website, [www.george.gov.za](http://www.george.gov.za) and must reach the Human Resource Department on or before 15 February 2023 at 12:00. **Applicants must clearly state the reference number and position title in the subject line of the email.**

**Disqualification:**

**Please note that the following will lead to disqualification:**

- 1. Non-submission of copies of academic qualifications/records.**
- 2. Canvassing of Councillors.**
- 3. Submission of fraudulent qualifications and/ or documents.**

**NB:** Please note that shortlisted candidates will be subjected to a vetting process. By applying for this position, candidates agree to background checks being performed.

The Municipality reserves the right not to make an appointment.

Should you not hear from us within 30 days of the closing date, kindly regard your application as being unsuccessful.

George Municipality is an equal opportunity employer which subscribes to the principle of affirmative action and Employment Equity. Preference will be given to applicants from the designated/underrepresented groups.

**CLOSING DATE: 15/02/2023**

## SIJIKELIZISWA NGAPHANDLE

**ICANDELO LOLAWULO: IINKONZO ZOBUNJINELI BOLWAKHIWO**

**IGAMA LESITHUBA: ULAWULO (UPHANDOLWEZIKHALAZO)**

**REF: 2418333**

**Umvuzo** : R239 340 – R310 740 T9 ngonyaka  
**Izibonelelo zeNkonzo** : Uncedo lwezoNyango, Umhlalaphantsi, Imali evunyelweyo yeNdlu/ yokuQesha (ngokuxhomekeke kwiimfuno ezimiselweyo, Itshekhi ye-13 kunye ne-Inshurensi yoBomi beQela

### IIMFUNO EZINCINANE:

- Ibanga le-12
- Ulwazi lwekhompyutha;MS Office
- Ilayisensi yokuqhuba esemthetweni
- Ubuncinane beminyaka emi-5 yamava afanelekileyo kunye namava okongamela

### UBUCHULE

- Unxibelelwano olubhaliweyo kunye noloMlomo
- Inggalelo kwiNkcukacha
- Imigaqo yokuziphatha eseSikweni kunye noBuchule
- Ulwazi loMbuthe
- Ukusombulula iNgxaki
- UCwangciso noLungiselelo.
- Ukusetyenziswa kweTekhnoloji
- UkuSetyenziswa koLwazi & noHlalutyo
- Ubudlelwane phakathi kwabantu
- Ukuqhelaniswa noNikezelo lweeNkonzo
- Ukuqhelaniswa naBaxumi nokugxila kubathengi
- Ukomelela
- Impembelelo kunye neFuthe
- Ukuqhelaniswa neQela
- Ukubeka umkhomba ndlela
- Ukuqeqesha kunye nokuthantamisa

### IINDAWO EZINGUNDOQO ZOKUSEBENZA:

- Qinisekisa ukuba iCandelo libekwe kwisikhundla sokubanako ukubonelela ngeemfuno kunye nezinto eziphambili kunye nokugcina imigangatho eyamkelekileyo yobulunga ngokubhekiselele kunikezelo lwenkonzo.
- Qinisekisa ukuba izikhalazo ezifunyenweyo ziyahlelwa kwaye nenkonzo yokujongana nesikhalazo iyafezekiswa
- Ukudala ubudlelwane nabathengi kunye nokuphucula imbono yoluNtu yeBhunga
- Qinisekisa ukuba lonke ulwazi olufanelekileyo lufakwe ngokuchanekileyo kunye nangexesha kwikhompyutha kwaye yonke imbalelwano efunyenwe nge-imeyili iyaqwalaselwa
- Qinisekisa ukuba inkonzo yenkxaso efanelekileyo iyanikezelwa
- Qinisekisa ulandelelwano lwezolawulo oluchaza iimfuno zokunika ingxelo kunye neenkqubo zokuvunywa ziyathotyelwa
- Qinisekisa ukuba ijelo lonxibelelwano lobuchwephesha liyasekwa kwaye liyagcinwa
- Qinisekisa ukuba ubume bemeko yamagama endawo efanelekileyo iyadalwa kwaye igcinelwe abasebenzi abangaphantsi

**IMIBUZO: NKS L MOOIMAN (044 – 801 9353)**

Abafaki -zicelo kufuneka bangenise ifomu yesicelo esemthethweni kunye neCV ebanzi, iikopi zeziqinisekiso zemfundo, isazisi, kunye nephepha- mvume lokuqhuba. Izicelo kufuneka zingeniswe **ngokufakwa kwikhompyutha** kusetyenziswa i-intanethi ngokukhethekileyo njengoxwebhu olunye lwePDF kwa [recruitment@george.gov.za](mailto:recruitment@george.gov.za). Ifomu zezicelo zingafunyanwa kwiwebhusayithi kaMasipala, [www.george.gov.za](http://www.george.gov.za) kwaye kumele zifikelele kwiSebe lezaBasebenzi ngomhla okanye phambi komhla wesi- 15 eyoMdumba 2023 ngeye-12:00. **Abafaki-zicelo kumele bachaze ngokucacileyo inombolo yereferensi kunye negama lesikhundla kumgca wesihloko se-imeyili**

**Ukuthintelwa:**

**Nceda uqaphele ukuba oku kulandelayo kuya kukhokelela ekuthintelweni:**

- 1.Ungangeniswa kweekopi zeziqinisekiso zemfundo/ iirekhodi.**
- 2.Ukurhwetyeshwa kooCeba.**
- 3.Ukungeniswa kweziqinisekiso zobuqhophololo kunye /okanye amaxwebhu.**

**QAPHELA:** Nceda uqaphele ukuba abagqatswa abafakwe kuluhlu olufutshane baya kufakwa kwinkqubo yophononongo lwemvelaphi. Ngokungenisa isicelo sesi sikhundla, abagqatswa bayavuma ukuba kwenziwe uphononongo lwemvelaphi

UMasipala ugcina ilungelo lokungaqeshi.

Ukuba awukhange uve kuthi phakathi kweentsuku ezingama-30 zomva wokuvala, nceda uthathe ngokuba isicelo sakho asiphumelelanga.

UMasipala waseGeorge ngumqeshi onamathuba alinganayo ohambelana nomthetho-siseko wenkqubo yokukhawulelana nabo babengenamalungelo ngaphambili kunye noLungelelwaniso kwiNgqesho. Ukhetho luya kunikezelwa kubafaki-zicelo abasuka kumaqela anyuliweyo/angamelwanga ngokwaneleyo.

**UMHLA WOKUVALA: 15/02/2023**