

VACANCY VAKATURE



EXTERNAL CIRCULATION

DIRECTORATE: Civil Engineering Services
POST DESIGNATION: Administrator: Complaint Investigations - George
(Permanent)
WC0441909
REFERENCE: 2872278

Salary: R 252 264-R327 516 (T9)
Additional Service Benefits: Medical Aid, Pension, Housing Allowance (subject to prescribed requirements), 13th Cheque and Group Life Insurance

MINIMUM REQUIREMENTS:

Grade 12 (NQF Level 4)
Personal Assistant/Senior/ Executive /Relevant Secretarial Certificate.
Computer Literacy: MS Office.
Valid Drivers License Code B.
Minimum 5 years' relevant experience with supervisory experience.

COMPETENCIES:

Core Professional Competencies: Written and Oral Communication, Attention To Detail, Influencing, Ethics and Professionalism, Organisational Awareness, Problem Solving, Planning and Organising.
Functional Competencies: Business Processes, Use of Technology, Data Processing & Analysis.
Public Service Orientation Competencies: Interpersonal Relationships, Service Delivery Orientation, Client Orientation and Customer Focus.
Personal Competencies: Action Orientation, Resilience, Change Readiness, Cognitive ability, Learning orientation.
Management / Leadership Competencies: 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 are 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 the professional channel of communicating is establish and maintained.
Ensure that a positive word environment is created and maintained for subordinate personnel.

SPECIAL CONDITIONS ATTACHED TO THE POST:

Ability to communicate in two of the official languages of the Western Cape.
Outstanding interpersonal and communication skills.
Good Public Relation skills.
Outstanding problem-solving 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 Service Standards.
Able bodied.

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PROBATION PERIOD: 6 months

ENQUIRIES: L Mooiman (0448019353)

INSTRUCTIONS TO APPLICANTS

Applications must be submitted **electronically** on the E-recruitment site, which can be found on the George Municipality website, www.george.gov.za, under **Job Portal**. Applicants must register and apply online on the portal on or before **[2024-02-23]** at 16:30pm.

Please Note the following when applying on the Portal:

- Applicants must please ensure to follow the Assisting Guidelines that can be accessed on the website, under Job Portal, before completing their online application.
- For Applicants to check and verify their current status or progression of their application, please can they refer to their "Inbox" tab on the portal.
- Please ensure that all information on your profile is correct and all the necessary documents are attached, prior submitting your job application.

Applicants must complete all the mandatory profile fields honestly and thoroughly, and ensure the following documents are submitted under the correct Field Titles:

1. A comprehensive CV (Stipulating Full employment history-Title of position held, time periods and duties).
2. All applications must be accompanied by Certified copies (not older than 6 months), by a Commissioner of Oath.
3. All relevant Qualifications must be attached, the identity document, driver's license (If applicable) must accompany your application. **Only online applications will be accepted.**

Disqualification:

Please note that the following will lead to disqualification:

Non-submission of required documents or submission of fraudulent documents.

Canvassing of Councillors and/or officials.

Non-adherence to the instructions on the advertisement.

NB: Please note, where necessary, shortlisted candidates will be subjected to a screening and vetting process. By applying for this position, candidates agree to background checks being performed which will include reference and other relevant checks.

The Municipality reserves the right not to make an appointment.

Should you not hear from us within 3 months 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/under-represented groups.

The appointment will be subject to the need for signing of an employment contract and, where applicable, a performance agreement and disclosure of benefits and interest.

CLOSING DATE: [2024-02-23] AT 16:30PM