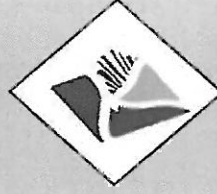


# VACANCY VAKATURE



**KANNALAND**  
MUNISIPALITEIT | MUNICIPALITY

## INTERNAL CIRCULATION

(DIRECTORATE CORPORATE SERVICES - ADMINISTRATIVE SUPPORT SERVICES)

**CLERK: CLIENT SERVICES**

**REFERENCE 40/2023**

### **PERMANENT APPOINTMENT**

**Salary** : R214 679.30 – R278 660.08 per jaar (T7)  
**Additional benefits** : Medical aid (optional), Pension, Housing allowance (qualifying requirements), 13<sup>th</sup> cheque and group life insurance

#### REQUIREMENTS

(Related proof / documentation must accompany application)

- Grade 12
- Computer literate in MS Office package
- Minimum of 1 year relevant experience
- Responsible for delivering multidisciplinary enquiries, information and complaint management service to the public
- Administer the implementation of procedures, applications, software systems and controls around recording, updating and circulation
- Facilitate and support maintenance of information from and to the community and staff in relation to complaints, enquiries, input and information
- Responsible for the delivery of a reception, switchboard, office and facility cleaning and messaging services General admin functions

#### REQUIRED COMPETENCE

Key Professional Competencies	Functional Competencies	Public Service Orientation	Personal Competencies	Leadership Competencies
<ul style="list-style-type: none"> <li>• Knowledge and skill of Microsoft Word and Excel.</li> <li>• Above average typing speed</li> <li>• Read documentation</li> <li>• Technical maintenance of reports</li> <li>• Technical layout of reports;</li> <li>• Translation and interpreting services</li> <li>• Use word processing applications to prepare minutes and notices of meetings; and</li> <li>• Updates committee files and records insertion of attendance registers, notices, correspondence and minutes in accordance with established</li> </ul>	<ul style="list-style-type: none"> <li>• Prioritiseer veelvuldige hulpbronne</li> <li>• Byhou van werksregister</li> <li>• Bestudeer dokumentasie vir raadsittings.</li> </ul>	<ul style="list-style-type: none"> <li>• Trustworthy (internally and externally)</li> <li>• Organizational</li> <li>• Application of communication</li> <li>• Structured document in logical framework.</li> </ul>	<ul style="list-style-type: none"> <li>• Enthusiastic in new management projects;</li> <li>• Push others to meet deadlines.</li> <li>• Maintain and develop contact with others.</li> <li>• Continue to try to improve, despite setbacks or other limitations.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide guidance to others,</li> <li>• Self motivation to deliver quality work within deadline.</li> </ul>

### **KEY PERFORMANCE AREAS**

- Attend to specific administrative activities related to record keeping and resolving inquiries
- Manage daily operations of the switchboard and ensure adherence to standard procedures, and/or deal with functional problems
- Manage the daily cleaning services of the municipal offices · Monitor and report to the immediate supervisor on specific aspects related to performance and provide general support
- Coordinate the administrative aspects related to the processing of inquiries and complaints from the general public
- Coordinate and control specific processes related to the implementation of the electronic customer care management program.Coordinate and control tasks/activities related to controlling staff performance, productivity and discipline
- Any other related duties as requested by the supervisor.

**ENQUIRIES:** ADV. H CONSTABLE (028) 551 8000

Applicants must submit a formal application form and a comprehensive CV, certified copies of qualifications, identity document and driver's licence. Applications must be submitted electronically preferably as one PDF document to [hrapplications@kannaland.gov.za](mailto:hrapplications@kannaland.gov.za). Application forms can be obtained from the Municipal website at [www.kannaland.gov.za](http://www.kannaland.gov.za) and must reach the Human Resources section on or before 02 May 2023 at 12:00. Applicants must clearly state the reference number and position in the subject line of the email.

Only electronic applications will be received.

Applicants residing in the Kannaland area will receive preference.

### **Disqualification:**

**Please note that the following will result in disqualification:**

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

NB: Please note that shortlisted candidates will be subjected to a selection process. By applying for this position, candidates consent to background checks being conducted.

The Municipality reserves the right not to make an appointment.

If you do not hear from us within 30 days of the closing date, please consider your application unsuccessful.

Kannaland Municipality is an equal opportunity employer that endorses the principle of affirmative action and employment equity.

Preference will be given to applicants from the designated/underrepresented groups.

**CLOSING DATE: 02/05/2023**

**MM HOOGBAARD  
MUNICIPAL MANAGER**

