



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.

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. **(Women and persons with disabilities are encouraged to also apply.)**

VACANCY
INTERNAL & EXTERNAL APPLICATIONS WILL BE CONSIDERED

CLIENT SERVICES OFFICER (PIKETBERG)
DIRECTORATE: CORPORATE SERVICES
REF: KD18/101/PB

Qualifications: Grade 12 with Certificate in Office Administration;
 Computer Literacy (MS Office)

Experience: Two (2) years' relevant experience

Requirements: A Diploma or Degree on Client / Customer Services will be an added advantage · Code B driver's licence · Proficiency in at least 2 of the official languages of the Western Cape (Afrikaans/English/isiXhosa - read, write & speak) · 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.

Job Purpose: 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.

Key Performance Areas: 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.

This Competency level for this position is a level 2 as stipulated in Annexure A of the Municipal Staff Regulations Government Notice R890 as promulgated in Government Gazette 45181 dated 20 September 2021 and comprises of the following competencies:

| Core Professional Competencies | Functional Competencies | Public Service Orientation Competencies | Personal Competencies | Management / Leadership Competencies |
|---|---|---|---|---|
| <ul style="list-style-type: none"> • Written communication • Oral communication • Attention to detail • Influencing • Ethics and Professionalism • Organisational Awareness • Problem solving • Planning and organising | <ul style="list-style-type: none"> • Business processes • Use of technology • Data processing and analysis | <ul style="list-style-type: none"> • Interpersonal relationships • Communication • Service delivery orientation • Client orientation and customer focus | <ul style="list-style-type: none"> • Action orientation • Resilience • Change readiness • Cognitive ability • Learning orientation | <ul style="list-style-type: none"> • Direction setting • Impact & influence • Coaching & mentoring • Team orientation |

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| Salary: | R 264 600.00 per annum (T10 of a Category 3 Local Authority) |
| Date of acceptance: | 01 June 2024 or as soon as possible |
| Enquiries: | Adv L Roos 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 subject to Police clearance; which means that by applying for a position at the Municipality, you give us permission to obtain a Police clearance.
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 LOCAL CANDIDATES WITHIN THE BERGRIVIER MUNICIPAL AREA (WC013).**
12. Successful candidates will be expected to sign a contract of employment, disclosure of benefits and interests and a performance contract (where applicable) with the employer.

A covering letter with at least two (2) contactable references (managers, subordinates or peers), must accompany the completed prescribed application form (available on request at Tel. 022 9136000 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 **Municipal Offices (Aurora, Eendekuil, Redelinghuys, Piketberg, Porterville & Velddrif) within the municipal area or posted to PO Box 60, Piketberg, 7320 or by courier to 13 Church Street, Piketberg, 7320, for the attention of Mr DF Verhoog, to reach him by no later than the closing date.**

You should note that the Municipality does not accept responsibility for applications that are mailed or sent by courier and are received late or not at all. The onus is still on you to ensure that your application reaches the municipality before the closing date.

NO FAXES OR ELECTRONIC APPLICATIONS WILL BE ACCEPTED.

CLOSING DATE: FRIDAY, 03 MAY 2024 AT 15:00

**ADV H LINDE
MUNICIPAL MANAGER**

MN99 /2024

**13 CHURCH STREET
P O BOX 60
PIKETBERG
7320**



BERGRIVIER MUNISIPALITEIT

Bergrivier Munisipaliteit verseker die welstand van alle gemeenskappe in sy gebied deur ekonomiese groei, sosiale welstand, gemeenskapsbetrokkenheid en effektiewe bestuur binne 'n veilige en gesonde omgewing.

Bergrivier Munisipaliteit, met sy hoofkantoor te Piketberg en ongeveer 1 uur vanaf Kaapstad, beskik tans oor die volgende vakature en aansoeke word ingewag van bevoegde persone wat aan die gestelde minimum posvereistes voldoen. (Vroue en persone met gestremdhede word aangemoedig om ook aansoek te doen.)

VAKATURE INTERNE & EKSTERNE AANSOEKE SAL OORWEEG WORD

KLIËNTEDIENS BEAMPTE (PIKETBERG)

DIREKTORAAT: KORPORATIEWE DIENSTE

VERW: KD18/101/PB

Kwalifikasies: Graad 12 met Sertifikaat in Kantooradministrasie;
Rekenaarvaardigheid (MS Office)

Ondervinding: Twee (2) jaar relevante ondervinding

Posvereistes: 'n Diploma of Graad in Kliënte / Kliëntediens sal 'n bykomende voordeel wees · Kode B Bestuurderslisensie · Bevoegdheid in ten minste 2 van die amptelike tale van die Wes-Kaap (Afrikaans/Engels/isiXhosa - lees, skryf en praat) · Goeie menseverhoudinge, interpersoonlike en kommunikasievaardighede · Vermoë om aandag te gee aan detail · Hoë vlak van verantwoordelikheid · Vermoë om onder druk te werk · Vermoë om konfliktsituasies te hanteer · Moet fisies fiks en bekwaam wees · Vermoë om vooraf-, onbepaalde en botsende spertye en onderbrekings in die werk na te kom, met gevolglike beslissende optrede om kritieke kwessies te hanteer, insluitend spitstye · Moet oortyd werk wanneer nodig · Moet pligte in enige area van die munisipaliteit uitvoer wanneer nodig · Twee (2) jaar relevante ondervinding.

Doel van Pos: Verantwoordelik vir die lewering van multidissiplinêre navrae-, inligting- en klagtebestuursdiens aan die publiek · Administreer die implementering van prosedures, toepassings, sagtewarestelsels en kontroles om die optekening, opdatering, sirkulasie en Instandhouding van inligting van en na die gemeenskap en personeel met betrekking tot klagtes, navrae, insette en inligting te fasiliteer en te ondersteun · Verantwoordelik vir die lewering van 'n ontvangs-, skakelbord-, kantoor- en fasiliteitskoonmaak- en boodskapdienste

Sleutel prestasie areas: Gee aandag aan spesifieke administratiewe aktiwiteite wat verband hou met rekordhouding en om navrae op te los · Bestuur daaglikse bedrywighede van die skakelbord en verseker nakoming van standaard prosedures, en/of hanteer funksionele probleme · Bestuur die daaglikse skoonmaakdienste van die munisipale kantore · Monitor en rapporteer aan die onmiddellike toesighouer oor spesifieke aspekte wat verband hou met prestasie en verskaf algemene ondersteuning · Koördineer die administratiewe aspekte wat verband hou met die verwerking van navrae en klagtes van die algemene publiek · Koördineer en beheer spesifieke prosesse wat verband hou met die implementering van die elektroniese kliëntesorbestuursprogram. Koördineer en beheer take/aktiwiteite wat verband hou met die beheer van personeelprestasie, produktiwiteit en dissipline · Enige ander verwante pligte soos versoek deur die toesighouer.

Die bevoegdheidsvlak vir hierdie pos is 'n vlak 2 soos bepaal in Bylae A van die Munisipale Personeelregulasies Staatskennisgewing R890 soos afgekondig in Staatskoerant 45181 gedateer 20 September 2021 en bestaan uit die volgende bevoegdhede:

| Kern Professionele Bevoegdhede | Funksionele Bevoegdhede | Bevoegdhede t.o.v Openbare diensoriëntering | Persoonlike Bevoegdhede | Bestuur / Leierskap Bevoegdhede |
|---|---|---|---|---|
| <ul style="list-style-type: none"> • Skriftelike Kommunikasie • Mondelinge Kommunikasie • Aandag aan besonderhede • Invloed • Etiek en Professionalisme • Organisasoriese Bewustheid • Probleemoplossing • Beplanning en Organisering | <ul style="list-style-type: none"> • Sakeprosesse • Gebruik van Tegnologie • Data Verwerking & Ontleding | <ul style="list-style-type: none"> • Interpersoonlike Verhoudings • Kommunikasie • Diensteleweringsoriëntering • Kliënt-oriëntasie en klantefokus | <ul style="list-style-type: none"> • Aksie-oriëntering • Volharding • Gereedheid vir verandering • Kognitiewe vermoë • Leeroriëntering | <ul style="list-style-type: none"> • Impak en Invloed • Spanoriëntering • Rigtingbepaling • Afrigting en Mentorskap |

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|--------------------------|---|
| Salaris: | R 264 600.00 per jaar (T10 van 'n Kategorie 3 Plaaslike Owerheid) |
| Diensaanvaarding: | 01 Junie 2024 of so spoedig moontlik |
| Navrae: | Adv L Roos by 022 913 6000 |

ALGEMEEN:

1. 'n Diensbonus gelykstaande aan een maand se salaris, waar van toepassing, sal betaalbaar wees en word aangevul deur die normale voordele van toepassing op die Munisipaliteit, insluitend 'n behuisingstoelae vir huiseienaars, onderhewig aan sekere voorwaardes.
2. Die Munisipaliteit is 'n gelyke geleentheid werkgewer en eerbiedig die bepalings van die Wet op Gelyke Indiensneming.
3. Die Munisipaliteit behou die reg voor om nie 'n aanstelling te maak nie.
4. Alle aanstellings is onderworpe aan 'n polisieklaring wat noodwendig beteken dat applikante toestemming verleen dat dit verkry mag word.
5. Aansoeke wat na die sluitingsdatum ontvang word of nie vergesel van die dokumentasie hieronder genoem nie, sal nie oorweeg word nie.
6. Slegs aansoekers op die kortlys vir onderhoude sal gekontak word. Indien 'n aansoeker binne 6 weke na die sluitingsdatum nog geen terugvoering ontvang het nie, moet aanvaar word dat hul aansoek onsuksesvol was.
7. Gunswerwing by enige raadslid en/of enige lid van die aanstellingskomitee en/of enige personeellid van die Munisipaliteit, is ontoelaatbaar en sal aansoekers onmiddellik diskwalifiseer.
8. Benewens die minimum posvereistes en standplaas hierin gestel, mag daar van posbektelers verwag word om oortyd- en bystanddiens te verrig, asook om van tyd tot tyd in ander dele van die munisipale gebied diens te lewer, soos vereis.
9. Aanstelling in sekere poste is onderhewig aan 'n sekerheidsklaring en daar sal ook van aansoekers verwag word om 'n onderhoud- en evalueringsproses te deurloop en waar van toepassing, 'n vakoets af te lê.
10. Die munisipaliteit eerbiedig die bepalings van die Wet op die Beskerming van Persoonlike Inligting. Met die inhandiging van u informasie en aansoek bevestig u dat die inligting wat u aan ons verskaf korrek is en 'n ware weergawe van u onlangse inligting.
11. **VOORKEUR SAL VERLEEN WORD AAN PLAASLIKE KANDIDATE BINNE BERGRIVIER MUNISIPALE AREA (WC013).**
12. Daar sal van suksesvolle kandidate verwag word om 'n dienskontrak, openbaarmaking van voordele en belange en 'n prestasiekontrak (waar van toepassing) met die werkgewer te onderteken.

'n Dekbrief met vermelding van ten minste twee (2) kontakbare verwysings (lynbestuurders, ondergeskiktes of eweknieë), vergesel van die voltooië voorgeskrewe aansoekvorm (op aanvraag verkrygbaar by Tel: 022 913 6000 of op die munisipaliteit se webwerf by www.bergmun.org.za), 'n Curriculum Vitae (maksimum 3 bladsye) en gesertifiseerde afskrifte van die nodige kwalifikasie sertifikate, identiteitsdokument en bestuurderslisensie (**slegs een pos per aansoekvorm**) kan by enige van die **onderskeie Munisipale Kantore (Aurora, Eendekuil, Redelinghuys, Piketberg, Porterville & Velddrif)** binne die munisipale gebied ingehandig word of gepos word na Posbus 60, Piketberg, 7320 of per koerier na Kerkstraat 13, Piketberg, 7320, vir die aandag van Mr. DF Verhoog, om hom te bereik teen nie later nie as die sluitingsdatum.

U moet kennis neem dat die Munisipaliteit nie verantwoordelikheid aanvaar vir aansoeke wat gepos of per koerier gestuur word en laat of glad nie ontvang word nie. Die onus berus nog steeds op u om te verseker dat u aansoek die munisipaliteit voor die sluitingsdatum bereik.

GEEN FAKSE OF ELEKTRONIESE POS SAL AANVAAR WORD NIE.

SLUITINGSDATUM : VRYDAG, 03 MEI 2024 OM 15:00

**ADV. H LINDE
MUNISIPALE BESTUURDER**

MK99 /2024

**KERKSTRAAT 13
POSBUS 60
PIKETBERG
7320**