



PRINCE ALBERT MUNICIPALITY

PRIVATE BAG X53
PRINCE ALBERT, 6930

NOTICE NO.91 /2024

DIRECTORATE: FINANCIAL SERVICES

DIVISION: REVENUE SERVICES

VACANCY: CLERK CUSTOMER CARE

WC052 – 1.2.1.6.2

EXTERNAL VACANCY

Written application on the prescribed application form is hereby awaited from suitably qualified and experienced candidates for appointment as a:

CLERK CUSTOMER CARE

MINIMUM REQUIREMENTS

- Grade 12;
- Computer Literacy: MS Office;
- 2 - 5 years or more relevant revenue management experience required;
- Computer literate (MS Office applications)
- Proficient in at least two of the three official languages of the Western Cape
- High level of responsibility with attention to detail
- Good, interpersonal and communication skills
- Able to work under pressure
- Must work overtime and/or attend meetings after normal office hours when required
- Experience in a similar environment will be an added advantage.

COMPETENCIES REQUIRED: ADMINISTRATIVE COMPETENCY FRAMEWORK: PAGE 52 OF 770 OF THE MUNICIPAL STAFF REGULATIONS: LEVEL 2.

CORE PROFESSIONAL COMPETENCIES

- Written Communication, 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 and Analysis.

PUBLIC SERVICE ORIENTATION COMPETENCIES

- Interpersonal Relationships, Communication, Service Delivery Orientation, Client Orientation and Customer Focus.

PERSONAL COMPETENCIES

- Action Orientation, Resilience, Change Readiness, Cognitive Ability, Learning Orientation.

MANAGEMENT / LEADERSHIP ORIENTATION

- Impact and Influence, Team Orientation, Direction Setting, Coaching and Mentoring.

KEY PERFORMANCE AREAS

- Handling all aspects of the Revenue Management Value Chain.
- Performing specific credit control & debt collection procedures involving analysing and updating of data, recovery of outstanding debt, administrative support, prepaid and client enquiries and indigent support services.
- Handle customer Care and all account enquiries services
- Administration of metered and un-metered services.
- Preparing of all journals.
- Handling of all variance meter reading reports.
- Administration of the valuation roll.
- Perform duties of relief-cashier in the Prince Albert Municipal Area as and when required.
- Working out of normal business hours and overtime when required.
- Any other duties as per request from the incumbents Supervisor.

SALARY : T 7 – subject to TASK Evaluation (R 176 768,88 p.a)

Normal fringe benefits are applicable to the position: such as pension and medical aid contribution, housing subsidy and a thirteen cheque after 12 months of employment.

STATUS OF POSITION : PERMANENT

CLOSING DATE : FRIDAY 26 JULY 2024 AT 15:00

Application on the prescribed application form with certified copies of qualifications, curriculum vitae, identification document, driver's license and courses must be posted to: **Mr Abridon Sass – Human Resource Management Department**, 33 Church Street, Prince Albert, 6930, tel. 023 541 1036 before or on **FRIDAY 26 JULY 2024 at 15:00**.

Applicants are encouraged to submit applications to jobapplications@pamun.gov.za

Candidates must be willing to be subjected to an interview and evaluation process and be aware that previous employers and referrals can be contacted and their qualifications, credit record can be verified.

Queries can be directed to Mr. Abridon Sass at 023 541 1036 or abridon@pamun.gov.za.

Prince Albert Municipality is an equal employer and encourage persons with disabilities, persons from previously disadvantage groups and especially women to apply. The Municipality reserve the right to not make an appointment. Canvassing will lead to automatic disqualification. If you do not receive any feedback within 90 days after the closing date, applicants may assume that their applications were unsuccessful.

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.

PRINS ALBERT MUNISIPALITEIT
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ALDRICK HENDRICKS
MUNICIPAL MANAGER
2 JULY 2024