

## MOGALAKWENA MUNICIPALITY

*hereby invites applications from experienced, qualified, innovative, committed, energetic individuals with vision for appointment to the following positions:*

### DEPARTMENT OF FINANCE CLERK BUDGET & REPORTING

**Duties:**

Reporting directly to the Accountant: Budget & Reporting, the incumbent will perform the following duties:

- Perform daily bank reconciliation duties
- Maintain the investment register, including making investments
- Monthly reconciliation of the investment register to the financial system
- Assist in compiling monthly, quarterly and annual reports to National Treasury and other stakeholders
- Assist in the compilation of the budget and capturing of budget on relevant National Treasury schedules
- Ensure proper maintenance of records
- Assist in compiling financial information for the preparation of the financial statements
- Perform any other reasonable task.

**Requirements:**

A tertiary qualification in Financial Management / Accounting. Minimum of 3 years' experience in budgeting and reporting. Knowledge of Ms Office and working knowledge of Venus financial system will be an added advantage.

**Salary Scale:** R 179 398, 00 – R 198 149, 00

### CLERICAL ASSISTANT: ASSETS

**Duties:**

Reporting directly to the Accountant: Assets, the incumbent will perform the following duties:

- Assist in updating the asset registers and financial system for assets
- Administer and control the movement of assets
- Conduct a physical asset verification
- Ensuring that all new assets are marked (Barcoded)
- Reconciling records of physical assets to BAUD system and Venus
- Assist in preparing asset information for annual Financial Statements
- Assist in organizing auctions for obsolete assets
- Perform any other reasonable task.

**Requirements:**

A tertiary qualification in Financial Management / Accounting or Auditing. Minimum of 2 years' experience in Asset Management and a valid driver's license. Knowledge of Ms Office and working knowledge of Venus financial system will be an added advantage.

**Salary Scale:** R 126 354, 00 – R 143 759, 00

### DEPARTMENT OF TRAFFIC & EMERGENCY SERVICES LICENSING ADMINISTRATION OFFICER (Ref. No. 3202TE)

**Duties:**

Reporting directly to the Senior Licensing Officer, the incumbent will perform the following duties:

- Provide an efficient, reliable and effective Licensing service, in accordance with relevant laws and by-laws
- Processing and issuing licenses
- Marking card licenses
- Registration and renewals of motor vehicle licenses
- Keeping record of ISS forms and keeping registers
- Keeping cash float and cashing up at the end of the day
- Answering telephonic enquiries and assisting public
- Perform any other reasonable task.

**Requirements:**

Grade 12 plus Diploma in Licensing or Public Administration, 1 year experience.

**Salary Scale:** R 126 354, 00 – R 143 759, 00

### DEPARTMENT OF CORPORATE SUPPORT SERVICES CALL CENTRE SUPERVISOR

**Duties:**

Reporting directly to the Divisional Head: Support Services, the incumbent will perform the following duties:

- Ensuring that all customers reported queries are addressed timeously, efficiently and effectively
- Overseeing the proper functioning of the call centre and obtaining the desired results and customer satisfaction
- Adhere to Batho Pele Principles
- Develop, implement and review call centre related policies and procedure
- Develop and monitor quotas for service volume and timelines
- Disseminates information to the team and forward quality audits and information to supervisor in a timely manner
- Tracks and submits ideas and solutions for rendering an effective service
- Responsible for obtaining results and to ensure that overall team is performing
- Perform any other reasonable task.

**Requirements:**

Grade 12, a Diploma in Management and 5 SOLID years experience in a supervisory position in a call centre environment. Previous employment in a municipality will be an added advantage. Must also be computer literate.

**Salary Scale:** R 179 398, 00 – R 198 149, 00

**CALL CENTRE OFFICERS  
3 posts**

**Duties**

Reporting directly to the Call Centre Supervisor, the incumbent will perform the following duties:

- Answer telephone calls professionally
- Respond to customer inquiries
- Research required information using available resources
- Handling and resolving customer complaints
- Capture / Record customer information at all times
- Identify and escalate priority issues
- Route calls appropriately
- Follow up customer calls where necessary
- Complete all call logs
- Produce call reports
- Comply with Batho Pele principles
- Perform any other reasonable tasks.

**Requirements:**

Grade 12, at least 3 years experience in a call centre environment. Must have good customer service experience and good data entry / keyboard skills. Must also be computer literate. Previous employment in a municipality will be an added advantage and must be fluent in English.

**Salary Scale:** R 126 354, 00 – R 143 759, 00

**CLOSING DATE:** 29 June 2012

**Mogalakwena Municipality is committed to employment equity and applications from designated groups are encouraged.**

**NB: The language policy of the Council is English**

**Appointments in the above-mentioned positions will be the competency of the Municipal Manager and no canvassing will be allowed.**

**Enquiries should be directed to:**

**Mr. S Mamashela – (015) 491 9758 or Ms. K Bontsi – (015) 491 9634**

Mogalakwena Municipality's application form **OR** covering letter accompanied by CV and certified copies of qualifications should be sent to **The Manager: Corporate Support Services, P O Box 34, Mokopane, 0600. Only candidates who attach certified copies of qualifications will be considered during short listing.**

**PLEASE NOTE THAT FAXED OR E-MAILED APPLICATIONS WILL NOT BE ACCEPTED.**

Should you not hear from us two months after the closing date you may assume that your application was unsuccessful. No further correspondence will be entered into with regard to this matter.

The Municipal Manager  
S W Kekana  
54 Retief Street  
Box 34





**MOKOPANE**

0600

Notice number: 124/2012

June 2012