



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

**DEPARTMENT OF CORPORATE SUPPORT SERVICES
DIVISIONAL HEAD: BATHO PELE AND SERVICE STANDARDS**

Duties:

Reporting directly to the Director Corporate Support Services, the incumbent will perform the following duties:

- Ensuring that all customer's reported queries are addressed timeously, efficiently and effectively
- Ensure that the Batho Pele Principles are adhered to. Development of Service Standards
- To ensure that all customer enquiries and queries are satisfactory managed, resolved and closed within agreed timescales.
- To ensure that the division is adequately staffed and trained to deliver an efficient service.
- To actively promote and manage the process of continuous improvement in Customer Services Standards
- Promote effective communication throughout all levels of the Customers Service function.
- Develop, implement and review Customer Care Policies and procedure
- Establishing and implementing Standard Operating Procedures (SOP's)
- Program and revise recorded Data System Software
- Disseminate information to the team and forward Quality Audits and information to the Supervisor
- Responsible for obtaining results and to ensure that overall team is performing. Establish a sound Customer Management System that aims to create a positive relation with the Community
- Perform any other reasonable task.

Requirements:

Grade 12, Bachelor's Degree in Public Administration / Business Management or equivalent. Computer literacy, Certificate in Customer Care will be an advantage, a valid drivers' license. 5 years relevant experience of which 3 years must be at supervisory. Understanding of the municipality's constitutional mandate, priorities and goals.

Salary Scale: R 536 244, 00 per annum

PERFORMANCE MANAGEMENT SYSTEM OFFICER

Duties:

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

- Develop the PMS framework
- Identify the PMS to be used in the organization and follow necessary procedure to acquire the system
- Provide advice and support to departments and divisions on performance management
- Coordinate the process of planning, drafting, adoption and review of Performance Management System
- Cascading of performance management to employees below Senior Managers
- Develop performance agreements for lower level employees
- Manage the implementation of a Municipal Individual Performance
- Facilitate sessions for development of technical Service Delivery and Budget Implementation Plan SDBIP
- Review departmental scoreboards
- Progress report on the Performance Indicator Monitoring System (PIMS)
- Facilitate and co-ordinate annual review of PMS system
- Capacitate officials on PMS through training
- Facilitate and coordinate quarterly and annual review PMS

Requirements:

Grade 12, National Diploma in Public Administration / Public Management / Human Resources/ Monitoring and Evaluation or equivalent. Computer literacy, possess a valid drivers' license. 3 – 4 years relevant experience. Computer Skills (MS Word, Excel, PowerPoint). Extensive understanding of PMS, IDP and Budget processes within Local Municipality. Knowledge of HR Legislative framework. Registration with professional body will be an added advantage. Knowledge of strategic planning principles, performance management background.

Salary Scale: R 418 503, 00 – R 462 102, 00 per annum

ORGANISATIONAL DESIGN OFFICER

Duties:

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

- Facilitate the development of staff establishment of the municipality
- Conduct work study
- Facilitate and coordinate the development and revision of job profiles in accordance with the approved staff establishment
- Provide guidance to line management and staff on the process of job description development
- Develop an organisational development framework and policy for the organisation
- Lead the design of a macro and micro-organisational design for the organisation to give effect to the aims of the operating model change
- Conduct Job Analysis organisation wide
- Lead the Job Evaluation project organisation wide
- Drive the implementation of change management framework for the organisation
- Manage the organizational development project effectively
- Confirm appointments/ resignations to update staff establishment in line with established practice and standards
- Investigate organisational performance problems and make recommendations for improvement
- Conduct work-study/management service investigations and evaluate personnel programmes, systems, procedures and activities in terms of productivity and effectiveness
- Ensuring that all positions in the approved structure have job descriptions developed in the prescribed format
- Prepare and package full job evaluation documentation and distribute to committee members

Requirements:

Grade 12, National Diploma in Organisational Development / Industrial Psychology or equivalent. Computer literacy, valid drivers' license and 3 – 4 years relevant experience in organisational design. Knowledge of Job Evaluation System Preferably Task System. Registration with professional body will be an added advantage.

Salary Scale: R 369 615, 00 – R 408 252, 00 per annum

**DEPARTMENT OF TRAFFIC AND EMERGENCY SERVICES
LIFE SCAN OPERATOR**

Duties:

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

- Conducting learners' classes
- Conduct eye tests on LSU
- Keep records
- Dealing with complaints
- Address all enquiries
- Perform any other reasonable tasks.

Requirements:

Grade 12 plus Examiner of Driver's License Diploma Grade A
Code EC and A Driver's License
No criminal record.
1 year experience.

Salary Scale: R 227 685, 00 – R 255 033, 00 per annum

LICENSING ADMINISTRATION OFFICER

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

Requirements:

Grade 12 plus National certificate in Licensing / Public Administration and 1 - 2 years' experience.
Registration as e-Natis user with full end use course will be an added advantage.
No criminal record

Salary Scale: R 260 325, 00 – R 296 184, 00 per annum

TESTING OFFICER

Duties:

Reporting directly to the Management Representative, the incumbent will perform the following duties:

- Provide an efficient, reliable and effective testing services
- Ensure that licenses are issued in accordance with legislation
- Testing applicants for learner's licenses and drivers licenses
- Conducting learners classes and marking tests
- Conducting eye tests
- Maintenance of the Testing Station
- Evaluate municipal drivers by testing them
- Supervise staff
- Perform administrative task

Requirements:

Grade 12 plus Examiner of Driver's License Diploma Grade A. Be a registered Testing Officer, Clean record at the criminal center SAPS and be willing to be subjected to criminal verification. 1 – 2 years' experience. Code EC and A Driver's License.

Salary Scale: R 260 325, 00 – R 296 184, 00 per annum

Closing date: 29 JULY 2024

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

NB: The language policy of the Council is English

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

Due to high crime rate/fraud enquiries should strictly be directed to:

Ms. K Bontsi – (015) 491 9634 or Ms. S S Baloyi – (015) 491 9794

The compulsory Mogalakwena Municipality's application form (obtainable from www.mogalakwena.gov.za or from the Mogalakwena Municipal offices) and certified copies of qualifications should be sent to The Manager: Corporate Support Services, P O Box 34, Mokopane, 0600. If there is insufficient space on the application form, a CV could be attached for additional information.

ONLY CANDIDATES WHO COMPLETE THE APPLICATION FORM IN FULL AND 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.