



MSUKALIGWA LOCAL MUNICIPALITY



PO Box 48
Ermelo
Mpumalanga Province
South Africa
2350



Civic Centre Building
c/o Kerk & Taute Street
Ermelo
Mpumalanga Province
South Africa
2350

Customer Care Center: 08611 MSUKA [67852]
Main Fax: +27 17 801-3851

Internet: www.msukaligwa.gov.za
E-Mail: msuka@msukaligwa.gov.za

CORPORATE SERVICES "IS AN AFFIRMATIVE ACTION EMPLOYER"

Msukaligwa Local Municipality is hereby inviting applications from suitably qualified and competent persons for appointment to the under mentioned position. No applications will be accepted without certified copies of qualifications as set out below

OFFICE OF THE MUNICIPAL MANAGER (internal advert only)

POSITION	:	CALL CENTRE AGENTS (X 2)	ERMELO
POST LEVEL	:	10	
REF. NO.	:	70/20	
SALARY SCALE	:	R164 827.92 - R185 124.36pa	
QUALIFICATION	:	Grade 12, Certificate Accredited by SAQA	
EXPERIENCE	:	1 year Contact Centre/Customer Care experience	

DUTIES:

1. Process incoming telephone complaints /queries affecting the community
2. Deciding on the necessary action to be taken to initiate remedial response..
3. Log on calls /queries into the service request system in line with policies process and SOPs..
4. Dispatch the service request to the relevant department through communication system
5. Conduct follow-ups to ensure completion and escalation of all queries.
6. Issue complaints with reference number.

**NOTE: VETTING IS THE MUNICIPAL PRIMARY SELECTION CRITERIA, THEREFORE THE SUCCESSFUL APPLICANT SHALL BE SUBJECTED TO VETTING
CLOSING DATE 5 November 2020 - 12:00**

Applications forms and full detailed information about the advertised position are available on the MSUKALIGWA LOCAL MUNICIPALITY WEBISTE (www.msukaligwa.gov.za), Facebook page and HR Office. Applications forms must be completed and must be accompanied with a covering letter, comprehensive CV, original certified copies of qualifications, ID document, driver's license and the names of three contactable references from current or previous employer must be provided. Applications must be posted / Couriered to Msukaligwa Local Municipality P.O. Box 48, Ermelo, 2350 or hand delivered to the Corporate Services (Records Section), Cnr Kerk and Taute Street, Ermelo, for the attention of Director - Corporate Services

**FOR ENQUIRIES CONTACT HUMAN RESOURCES – MS L.P. MNISI ON 017 801 3584 DURING OFFICE HOURS.
"IF YOU DON'T HEAR FROM THE MUNICIPALITY AFTER THREE MONTHS, CONSIDER YOUR APPLICATION UNSUCCESSFUL"**

(ALL APPLICANTS ARE URGE TO STATE THEIR EMPLOYEE NUMBER ON THEIR CV)


.....
MS G.J. MAJOLA
MUNICIPAL MANAGER


.....
DATE