



INTERNAL/EXTERNAL JOB FORUM

Our policy is to provide equal employment opportunities to all qualified persons without regard to race, religious belief, age, national origin, marital status, physical disability, HIV status, gender, social origin, culture, political opinion, conscience and sexual orientation. Persons with disabilities are encouraged to apply. The City of Tshwane is committed to employment equity. Preference may be given to appointable applicants from underrepresented designated groups in terms of the City of Tshwane Employment Equity Plan. The City retains the right not to make an appointment and to verify all information provided by candidates.

Applicants should note that they will be required to provide proof of their qualifications or any other relevant documents (certified copies or original documents) during the selection process. Appointments will be subject to the positive verification of qualifications (from Grade 12 upwards). Any misrepresentation of qualifications or information on the application of an applicant, failure to present proof of claimed qualifications or fraudulent qualifications will disqualify a candidate for appointment. If it is an internal candidate, he/she may be disciplined for misconduct.

The online system closes at midnight on the closing date and no late applications can be accepted. If you do not receive correspondence from our office within 21 days of the application's closing date, please consider your application unsuccessful.

The City of Tshwane seeks to fill the positions as indicated in this job forum on a permanent basis.

The complete job forum can be accessed by visiting the City of Tshwane public website (<https://www.tshwane.gov.za>) and clicking on *Documents* and then on *Job Forums* or alternatively clicking on *Notice board* or on *Quick Links*.

PLEASE APPLY ONLINE BY VISITING THE CITY OF TSHWANE PUBLIC WEBSITE AND CLICKING THE E-RECRUITMENT LINK (*not to be confused with e-Tshwane*)
(e-Recruitment is also located under both the *E-services* and the *Careers* links)

Closing date: 6 August 2024
(Online applications will close at midnight)

General enquiries: LJ Moleli (012 358 4346)
Recruitment Centre
Upper Ground Level, Middestad Building
252 Thabo Sehume Street
Pretoria CBD

Administration	IT	Managerial	Political	Professional	Safety, security and EMS
Secretarial		Semi-skilled labour	Support services	Technical	Unskilled labour

DEPARTMENT: CUSTOMER RELATIONS MANAGEMENT

Division: Customer Centre Operations

Section: Customer Care Walk-in Centres

Location: All Tshwane regions

Reference number	CRMD027-2024
Position	SENIOR CUSTOMER CARE CONSULTANT (2 POSTS)
To be advertised	Internal External
This position seeks to attract	African female African male Coloured female Coloured male Indian female Indian male White female White male Person with disability All categories
Job level	T11
Scale	R359 952,00 – R499 920,00 per annum
Estimated remuneration package	R518 235,70 – R696 388,84 per annum
Job purpose	To supervise call centre agents and customer care consultants in the call centre or walk-in centres within regions and render a customer service to the public
Appointment requirements	Grade 12 An appropriate career-related qualification will be an added advantage At least two years' relevant working experience in a walk-in centre, face-to-face or call centre (virtual contact centre) in a multi-site environment Supervisory experience will be an added advantage Computer literacy (knowledge of SAP CIC and CRM will be an added advantage) Candidates must be willing to work at any of the regional customer care centres (walk-in centres and call centres), depending on operational requirements
Personal attributes and/or competencies	Multilingualism; excellent verbal and written communication skills; ability to work under pressure; ability to meet deadlines; good organisational skills; planning skills; leading and controlling skills; ability to cope with stress; team leader attributes; being a team player; ability to pay attention to detail; coaching and mentoring skills; ability to handle people management issues with tact, diplomacy and maturity; ability to inspire and influence others positively; patience; ability to enforce discipline as a corrective measure; competence in business writing etiquette; strong personal and customer care skills; strong supervisory skills; emotional intelligence; intellectual and cognitive ability
Primary functions	Supervise call centre agents and walk-in centre consultants and handle complaints and enquiries Ensure correctness of information Interact with external role players

Implement and maintain systems
Keep statistical data
Ensure adherence to corporate occupational health and safety standards and procedures

SAP S70094657; S70011455

New/natural attrition Natural attrition

Enquiries M Mohlathe (012 358 8105)/B Tau (012 358 8857)

Administration	IT	Managerial	Political	Professional	Safety, security and EMS
Secretarial		Semi-skilled labour	Support services	Technical	Unskilled labour

DEPARTMENT: CUSTOMER RELATIONS MANAGEMENT

Division: Customer Centre Operations

Section: Virtual Contact Centre

Location: All Tshwane regions

Reference number	CRMD028-2024										
Position	SENIOR CUSTOMER CARE CONSULTANT (2 POSTS)										
To be advertised	<table border="0" style="width: 100%; background-color: #e0e0e0;"> <tr> <td style="width: 50%; text-align: center;">Internal</td> <td style="width: 50%; text-align: center;">External</td> </tr> </table>	Internal	External								
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This position seeks to attract	<table border="0" style="width: 100%; background-color: #e0e0e0;"> <tr> <td style="width: 15%;">African female</td> <td style="width: 15%;">African male</td> <td style="width: 15%;">Coloured female</td> <td style="width: 15%;">Coloured male</td> <td style="width: 15%;">Indian female</td> </tr> <tr> <td>Indian male</td> <td>White female</td> <td>White male</td> <td>Person with disability</td> <td>All categories</td> </tr> </table>	African female	African male	Coloured female	Coloured male	Indian female	Indian male	White female	White male	Person with disability	All categories
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Job level	T11										
Scale	R359 952,00 – R499 920,00 per annum										
Estimated remuneration package	R518 235,70 – R696 388,84 per annum										
Job purpose	To supervise teams within the virtual contact centres, represent the City of Tshwane by addressing complaints and monitoring staff performance to provide consistent quality service standards to customers										
Appointment requirements	<p>Grade 12</p> <p>An appropriate career-related qualification will be an added advantage</p> <p>At least two years' relevant working experience in a call centre (virtual contact centre) in a multi-site environment</p> <p>Supervisory experience will be an added advantage</p> <p>Computer literacy (knowledge of SAP CIC, SAP CRM and Sinch will be an added advantage)</p> <p>Candidates must be willing to work at any of the City's call centres, depending on operational requirements</p>										
Personal attributes and/or competencies	Multilingualism; excellent verbal, written and telephone communication skills; ability to work under pressure; ability to meet deadlines; good organisational skills; planning skills; leading and controlling skills; ability to cope with stress; team leader attributes; being a team player; ability to pay attention to detail; coaching and mentoring skills; ability to handle people management issues with tact, diplomacy and maturity; ability to inspire and influence others positively; patience; ability to enforce discipline as a corrective measure; competence in business writing etiquette; strong personal and customer care skills; strong supervisory skills; emotional intelligence; intellectual and cognitive ability										
Primary functions	<p>Supervise call centre agents and handle complaints and enquiries</p> <p>Monitor performance and progress, and conduct ongoing coaching</p> <p>Evaluate and analyse performance and data, and take corrective actions</p>										

Prepare reports on a daily, weekly and monthly basis
Work with other supervisors to support agents to deliver maximum customer satisfaction within the service-level agreement
Ensure adherence to corporate occupational health and safety standards and procedures

SAP

S70031422; S70027605

New/natural attrition

Natural attrition

Enquiries

M Mohlathe (012 358 8105)/B Tau (012 358 8857)

Administration	IT	Managerial	Political	Professional	Safety, security and EMS
Secretarial		Semi-skilled labour	Support services	Technical	Unskilled labour

DEPARTMENT: CUSTOMER RELATIONS MANAGEMENT

Division: Customer Relations Process Management

Section: Monitoring, Evaluation and Enhancement

Location: All Tshwane regions

Reference number	CRMD029-2024										
Position	SENIOR CUSTOMER CARE CONSULTANT (MONITORING AND EVALUATION)										
To be advertised	<table border="0" style="width:100%; background-color:#f2f2f2;"> <tr> <td style="width:50%; text-align:center;">Internal</td> <td style="width:50%; text-align:center;">External</td> </tr> </table>	Internal	External								
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Indian male	White female	White male	Person with disability	All categories							
Job level	T11										
Scale	R359 952,00 – R499 920,00 per annum										
Estimated remuneration package	R518 235,70 – R696 388,84 per annum										
Job purpose	To carry out monitoring and evaluation operational functions for the touch points subsection (customer interaction and touch)										
Appointment requirements	<p>Grade 12</p> <p>An appropriate career-related qualification will be an added advantage</p> <p>At least two years' relevant working experience in a walk-in centre, face-to-face or call centre (virtual contact centre) in a multi-site environment</p> <p>Computer literacy (knowledge of SAP CIC and CRM will be an added advantage)</p> <p>Candidates must be willing to work at any of the regional customer care centres (walk-in centres and call centres), depending on operational requirements</p>										
Personal attributes and/or competencies	Multilingualism; excellent verbal and written communication skills; ability to work under pressure; ability to meet deadlines; good organisational skills; planning skills; leading and controlling skills; ability to cope with stress; team leader attributes; being a team player; ability to pay attention to detail; coaching and mentoring skills; ability to handle people management issues with tact, diplomacy and maturity; ability to inspire and influence others positively; patience; ability to enforce discipline as a corrective measure; competence in business writing etiquette; strong personal and customer care skills; strong supervisory skills; emotional intelligence; intellectual and cognitive ability										
Primary functions	Coordinate and administer logistics related to the day-to-day actions for monitoring and evaluating touch point activities, projects and programmes										

Implement the activities of monitoring and evaluating touch point activities,
projects and programmes
Provide efficient administration management

SAP

S70011614

**New/natural
attrition**

New position

Enquiries

F Kgaditse (012 358 8021)/B Tau (012 358 8857)

Administration	IT	Managerial	Political	Professional	Safety, security and EMS
Secretarial		Semi-skilled labour	Support services	Technical	Unskilled labour

DEPARTMENT: REGIONAL OPERATIONS AND COORDINATION

Division: Region 3

Section: Water and Sanitation – Waste Water Collection

Location: Johannes Ramokhoase Street Depot

Reference number **SDTM1132-3-2024**

Position **DEPUTY DIRECTOR: WASTE WATER COLLECTION**

To be advertised	Internal	External
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This position seeks to attract	African female	African male	Coloured female	Coloured male	Indian female
	Indian male	White female	White male	Person with disability	All categories

Job level T17

Scale R710 460,00 – R986 736,00 per annum

Estimated remuneration package R1 095 038,25 – R1 446 677,74 per annum

Job purpose To manage the operation and maintenance of the waste water collection infrastructure in Region 3

Appointment requirements An appropriate career-related tertiary qualification (three-year national diploma or degree) in Civil Engineering (specialising in waste water) or in a study field related to the position
 Registration as a professional engineer or technologist will be an added advantage
 At least eight years' relevant working experience in the operation and maintenance of waste water networks (preferably in local government), of which at least four years should be at managerial level
 A valid Code B driving licence
 Computer literacy

Personal attributes and/or competencies Good communication skills; adaptability and flexibility; ability to work independently; physical and mental fitness; physical capability to operate under operational requirements and external conditions; integrity; decisiveness; intelligence; patience; being energetic; innovative thinking skills; willingness to accept responsibility; negotiating skills; leadership skills; analytical skills; organisational skills; technical skills

Primary functions Oversee construction repair work to existing gravity sewer pipe infrastructure
 Oversee the maintenance of existing structural infrastructure assets
 Oversee the execution of preventative maintenance on waste water collection infrastructure
 Ensure and manage the execution of operational contracts
 Manage on-site sanitation system operations
 Manage logistical, personnel and administrative operations
 Manage waste water collection networks' new product evaluation operations

Manage waste water collection customer care operations
Oversee the removal of sewer blockages

SAP S70026246

New/natural attrition Natural attrition

Enquiries Cynthia Diale (012 358 6677)

Administration	IT	Managerial	Political	Professional	Safety, security and EMS
Secretarial		Semi-skilled labour	Support services	Technical	Unskilled labour

DEPARTMENT: REGIONAL OPERATIONS AND COORDINATION

Division: Region 3

Section: Water and Sanitation – Waste Water Collection

Location: Johannes Ramokhoase Street Depot

Reference number	SDTM1133-3-2024				
Position	FOREMAN (2 POSTS)				
To be advertised	Internal		External		
This position seeks to attract	African female Indian male	African male White female	Coloured female White male	Coloured male Person with disability	Indian female All categories
Job level	T11				
Scale	R359 952,00 – R499 920,00 per annum				
Estimated remuneration package	R518 224,91 – R696 373,84 per annum				
Job purpose	To manage the operation and maintenance of the waste water collection infrastructure in Region 3				
Appointment requirements	<p>An appropriate trade certificate (red seal) as Artisan (Plumber) At least two years' relevant experience in a municipal waste water network maintenance environment, of which at least one year should be at supervisory level Physical fitness and good health Ability to do physical work related to operation and maintenance activities for continuous periods A valid Code C1 driving licence with a valid PrDP Willingness and ability to work overtime and standby when required</p>				
Personal attributes and/or competencies	Ability to climb into trenches to work on pipelines (sometimes this involves working in cold water in winter); ability to work at heights and in confined spaces; ability to work in a demanding environment; ability to handle high volumes of work; integrity, intelligence; high level of patience; innovative thinking skills; decisiveness; flexibility; willingness to accept responsibility; ability to pay attention to detail; good interpersonal and communication skills; technical skills				
Primary functions	<p>Conduct quality control of all work carried out by subordinates or contractors Ensure that work is in accordance with standard procedures Assist subordinates to improve work methods and identify problems Ensure that all work, clothing and equipment comply with the regulations of the Occupational Health and Safety Act, 1993 (Act 85 of 1993) Ensure that time sheets are correctly completed and signed Coordinate and recommend subordinates' leave Handle grievances as and when requested</p>				

Liaise with the public
Coordinate the acquisition of materials

SAP S70026399; S70026419

New/natural attrition New

Enquiries Cynthia Diale (012 358 6677)

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