



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, 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 the 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. A process of progressive elimination will also be embarked upon in instances where a considerable number of applicants meet the minimum requirements for a position.

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, they 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 the *Tshwane Careers* link and then on *Job Forum*.

BOTH INTERNAL AND EXTERNAL CANDIDATES MUST APPLY VIA THE EXTERNAL PORTAL USING PRIVATE EMAIL ADDRESSES IN THE DOMAIN BELOW

Please apply online by visiting the City of Tshwane public website (<https://www.tshwane.gov.za>) and click on the *Tshwane Careers* link (*Tshwane Careers* is also located under the *E-SERVICES* link on the website).

Closing date: 20 March 2026
(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

If you have trouble registering your profile or applying for these positions, send an email with a detailed description of the error or problem to erecruit@tshwane.gov.za.

Do not submit your application to this email address – it will not be accepted.

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: Customer Relations Management Monitoring, Evaluation and Enhancement
Location: All regions

Reference number CRMD039-2026

Position **DIRECTOR: CUSTOMER RELATIONS MANAGEMENT MONITORING, EVALUATION AND ENHANCEMENT**

To be advertised Internal

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 T18

Scale R917 328,00 – R1 274 052,00 per annum

Estimated remuneration package R1 338 614,00 – R1 792 657,00 per annum

Job purpose To oversee and manage customer relations monitoring, evaluation and enhancement services

Appointment requirements

An appropriate three-year career-related tertiary qualification (national diploma or degree) in Public Administration, Management or any other study field related to the position

At least nine years' working experience in a customer relations management environment with four years of managerial experience

Compliance with the unit standards of the Local Government: Municipal Finance Management Act, 2003 (Act 56 of 2003) as prescribed by Regulation 493 of 15 June 2007, as published in *Government Gazette 29967* of 15 June 2007, will be an added advantage

A valid Code B driving licence

Computer literacy with knowledge in SAPCRM, SAP BW/BI/SAPBO

Must undergo a criminal record check and such a person shall allow their fingerprints to be taken by the Tshwane Metro Police Department at own cost

Personal attributes and/or competencies Knowledge in operational efficiency management, strategy development, business intelligence and customer interaction points; ability to be ethical and professional; interpersonal relationship skills; ability to be client orientated and customer focused; change readiness skills; coaching and mentoring skills

Primary function Execute generic management functions of the section, including human resources (performance management of all deputy directors), culture and change management, strengthening and promoting good governance and exercising strategic leadership

Execute generic financial functions, including managing the sectional budget and expenditure in line with the Local Government: Municipal Finance Management Act, 2003

Identify and define immediate, short- and long-term objectives of the section in line with departmental and City-approved strategies, the Service Delivery and Budget Implementation Plan and the Integrated Development Plan

Oversee and manage the outputs of customer care business intelligence, customer interaction and touch, continuous improvement and operational efficiency

SAP

S70011351

**New/natural
attrition**

WPC approved

Enquiries

J Ramalepe (012 358 9006), R Smith (012 358 1303) or
T Manamela (012 358 5238)

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

DEPARTMENT: CUSTOMER RELATIONS MANAGEMENT

Division: Contact Centre Operations

Section: Virtual Contact Centre

Location: All regions

Reference number	CRMD040-2026																		
Position	FUNCTIONAL HEAD: OUTBOUND CONTACT CENTRE																		
To be advertised	<table border="1"> <tr> <th>Internal</th> <th colspan="5">External</th> </tr> <tr> <td>African female</td> <td>African male</td> <td>Coloured female</td> <td>Coloured male</td> <td colspan="2">Indian female</td> </tr> <tr> <td>Indian male</td> <td>White female</td> <td>White male</td> <td>Person with disability</td> <td colspan="2">All categories</td> </tr> </table>	Internal	External					African female	African male	Coloured female	Coloured male	Indian female		Indian male	White female	White male	Person with disability	All categories	
Internal	External																		
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This position seeks to attract																			
Job level	T15																		
Scale	R652 932,00 – R906 864,00 per annum																		
Estimated remuneration package	R862 995,00 – R1 186 203,00 per annum																		
Job purpose	To assist in the management of the outbound contact centre to improve customer services																		
Appointment requirements	<p>An appropriate three-year career-related tertiary qualification (national diploma or degree) in Public Administration, Management or any other study field related to the position</p> <p>At least six years' working experience in a customer care and call centre management environment</p> <p>Supervisory experience will be an added advantage</p> <p>A valid Code B driving licence</p> <p>Computer literacy with knowledge in SAPCRM, SAP BW/BI/SAPBO</p> <p>Candidates must be willing to work at any of the City's call centres, walk-in centres and/or offices depending on operational requirements</p> <p>Must undergo a criminal record check and such a person shall allow their fingerprints to be taken by the Tshwane Metro Police Department at own cost</p>																		
Personal attributes and/or competencies	Knowledge in operational efficiency management, strategy development, business intelligence and customer interaction points; ability to be ethical and professional; interpersonal relationship skills; ability to be client orientated and customer focused; change readiness skills; coaching and mentoring skills																		
Primary functions	<p>Monitor adherence to human resources and office policies and procedures</p> <p>Ensure the effective and efficient management of centres by implementing directives</p> <p>Implement and report regularly on norms and standards in call centres</p> <p>Run weekly SAP reports on changes and on opening inactive accounts</p> <p>Liaise with internal and external stakeholders</p> <p>Participate in and initiate continuous improvement and corrective actions</p>																		
SAP	S70101376																		
New/natural attrition	WPC approved																		
Enquiries	T Mosehla (012 358 1561) or T Kone (012 358 3139)																		

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

DEPARTMENT: CUSTOMER RELATIONS MANAGEMENT

Division: N/A

Section: Management and Administrative Support

Location: All regions

Reference number	CRMD041-2026										
Position	FINANCE SUPPORT OFFICER										
To be advertised	<table border="0" style="width:100%"> <tr> <td style="width:50%">Internal</td> <td style="width:50%">External</td> </tr> </table>	Internal	External								
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Job level	T12										
Scale	R464 760,00 – R645 492,00 per annum										
Estimated remuneration package	R623 487,00 – R853 525,00 per annum										
Job purpose	To render a financial support service to the Customer Relations Management Department										
Appointment requirements	<p>An appropriate three-year career-related tertiary qualification (degree or national diploma) in Accounting, Financial Management or any other study field related to the position</p> <p>At least three years' relevant working experience in a financial support environment</p> <p>Supervisory experience will be an added advantage</p> <p>A valid Code B driving licence</p> <p>Computer literacy</p> <p>Knowledge of the SAP S/4 HANA system and SAP Budget Planning and Consolidation (BPC) system will be an added advantage</p> <p>Must undergo a criminal record check and such a person shall allow their fingerprints to be taken by the Tshwane Metro Police Department at own cost</p>										
Personal attributes and/or competencies	Leadership skills; analytical thinking skills; innovative thinking skills; willingness to accept responsibility; ability to pay attention to detail; interpersonal skills; excellent communication skills; results-driven attitude; problem-solving skills; ability to work under pressure and independently										
Primary functions	<p>Conduct operational procurement administration above R30 000</p> <p>Process fund transfers and budget requests with motivations</p> <p>Request and obtain inputs for the operational procurement plan</p> <p>Conduct operational contract and tender management</p> <p>Facilitate the process of submitting approved specifications to the Supply Chain Management Division</p> <p>Monitor processes related to quotations above R30 000 and tenders</p> <p>Request Group Legal and Secretariat Services to compile service-level agreements with external service providers on operational tenders</p> <p>Provide general administrative and support services</p> <p>Conduct logistics services and machinery management</p> <p>Manage the administration of all photocopiers and fax machines of the department</p>										

Handle petty cash requests and payments for the department
Compile and process journals
Draw all relevant operational financial reports
Draft operational financial reports and memorandums
Execute filing for record-keeping purposes
Follow up on outstanding issues
Attend all relevant meetings and workshops
Take minutes
Handle all relevant enquiries
Assist with financial audit queries

SAP S70075485

New/natural attrition WPC approved

Enquiries T Kone (012 358 3139) or V Lekwape (012 358 1192)

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

SAP S70030509

New/natural attrition WPC approved

Enquiries J Jansen (012 358 5525), R Smith (012 358 1303) or
T Manamela (012 358 5238)

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