

MOSSEL BAY MUNICIPALITY

Mossel Bay Municipality is an employer committed to equal employment and invites persons to apply for the under mentioned vacancy

CALL CENTRE OPERATOR

(APPLICANTS RESIDING WITHIN THE BOUNDARIES OF MOSSEL BAY MUNICIPALITY SHALL BE GIVEN PREFERENCE)

REQUIREMENTS

- Grade 12
- 6 months' experience in a call centre environment.
- Computer Literacy
- Good verbal communication skills, telephone etiquette
- Fluent in at least two of the official languages of the Western Cape
- Knowledge of the Mossel Bay geographical area
- Ability to work independently under pressure
- Willingness to work shifts, weekends and public holidays

ADDED ADVANTAGE

- Fluent in all three official languages of the Western Cape
- Experience in two-way radio control and communication
- Experience as telephone switchboard / call centre operator in a local government or similar environment.

KEY PERFORMANCE AREAS

- Answering and handling all after hours incoming calls appropriately
- Accurately register/capture all incoming calls and service delivery complaints received via telephone and from officials via radio on the Collaborator System and provide complainant with a reference number for follow-up.
- At end of shift allocate outstanding complaints to next shift or despatch to relevant directorate for action.
- Assist with public enquires on municipal services
- Provide information to public around municipal services and programmes as necessary
- Despatch service delivery complaints to officials on standby and emergency calls to emergency unit via two-way radio
- Ongoing follow up with officials on standby regarding progress with service delivery complaints reported.
- Report action taken on service delivery complaints and completion time reported on the collaborator system.
- Update / complete monthly call centre shift rosters for scrutiny and approval by supervisor.
- Update weekly standby rooster on control room
- Complete monthly timesheets for scrutiny and approval by supervisor
- Prepare call centre related reports on request of management and monthly reporting to Council.

SALARY:

R91 541.76 – R118 834.92 per annum (T5)

CLOSING DATE:

15 JUNE 2017

(No applications received after 13h00 will be accepted)

GENERAL:

- Shortlisted candidates may be subjected and required to undergo a theoretical and/or practical test.
- ***Notwithstanding any representations to the contrary, no employment contract will come into effect until a written offer has been made by the municipality to, and accepted by, the applicant***
- Applications in writing on the official application form and accompanied by a comprehensive CV, which will be regarded as confidential, must be directed to: The Senior Manager Human Resources, P O Box 25, Mossel Bay, 6500. These conditions are compulsory and failing to comply will automatically lead to disqualification of the applicant.
- Application forms are available on the Municipal web-site (www.mosselbay.gov.za) or electronically available from the contact person mentioned hereunder. Original Certified copies of proof of qualifications should accompany the CV.
- **Electronic applications may be e-mailed to admin@mosselbay.gov.za**
- For equity purposes please indicate your race, gender and disability status.
- Further details are obtainable from Ms C Wagenaar or Ms L de Vos at telephone number (044) – 6065000.

- If applicants are not contacted within 40 days of the closing date, it can be accepted that they were not successful.
- The Mossel Bay Municipality is committed to comply to the requirements of the Employment Equity Act, No. 55 of 1998, for the advancement of previously disadvantaged and disabled persons.

ADV. MG GILIOMEE
MUNICIPAL MANAGER

MOSSELBAAI MUNISIPALITEIT

Mosselbaai Munisipaliteit, 'n werkgewer verbind tot gelykheids indiensneming nooi persone om aansoek te doen vir die ondergemelde vakante pos

INBELSENTRUM OPERATEUR

(APPLIKANTE WOONAGTIG BINNE DIE GRENSE VAN MOSSELBAAI MUNISIPALITEIT SAL VOORKEUR GENIET)

VEREISTES

- Graad 12
- 6 maande ondervinding in 'n inbelsentrum omgewing.
- Rekenaargeletterd
- Goeie mondelingse kommunikasievaardigheid en telefoonetiket
- Vlot in ten minste twee van die amptelike tale van die Wes-Kaap
- Kennis van die Mosselbaai geografiese area
- Vermoe om onafhanklik onder druk te werk
- Bereidwilligheid om skofte, naweke en publieke vakansie dae te werk

VOORKEUR VEREISTES

- Vlot in al drie amptelike tale van die Wes-Kaap
- Ondervinding in twee-riktig-radio hantering en kommunikasie
- Ondervinding as skakelbord / inbelsentrum operateur in 'n plaaslike regering of soortgelyke omgewing.

SLEUTEL PRESTASIE AREAS

- Behoorlike beantwoording en hantering van alle inkomende oproepe na-ure.
- Akkurate registrasie/vaslegging van alle inkomende oproepe en diensverskaffings klagtes ontvang via telefoon en van beamptes via tweerigtig radio op die 'Collaborator' Stelsel en voorsien klaer met 'n verwysingsnommer vir opvolg.
- Teen einde van skof, allokeer uitstaande klagtes aan volgende skof of gee oor aan verwante direktoraat vir aksie.
- Bystand met publieke navrae van munisipale dienste.
- Voorsien inligting aan publiek aangaande munisipale dienste en programme soos benodig.
- Versend dienslewering klagtes aan beamptes op bystand en noodoproepe aan noodeenheid via tweerigtig radio.
- Volgehoue opvolging met beamptes op bystand aangaande vordering met aangemelde dienslewering klagtes.
- Lewer verslag op dienslewering klagtes en afhandelingstyd soos aangemeld op die 'Collaborator' stelsel.
- Opdateer / voltooi maandelikse Inbelsentrum skofroosters vir nagaan en goedkeuring deur toesighouer.
- Opdateer weeklikse bystandrooster in beheerkamer
- Voltooi maandelikse tydstate vir nagaan en goedkeuring deur toesighouer.
- Voorberei van Inbelsentrum verwante verslae op versoek van bestuur vir maandelikse verslag aan Raad.

SALARIS: R91 541.76 – R118 834.92 per jaar (T5)

SLUITINGS DATUM:

15 JUNIE 2017

(Geen aansoeke sal na 13h00 aanvaar word nie)

ALGEMEEN:

- Kortlys kandidate mag onderwerp en verplig wees om 'n teoretiese- en praktiese toets af te lê.
- ***Ondanks enige vertoë tot die teendeel, sal geen dienskontrak in werking tree totdat 'n skriftelike aanbod gemaak is deur die munisipaliteit aan, en deur die aansoeker aanvaar is nie.***
- Skriftelike aansoeke op die amptelike aansoekvorm moet vergesel word van 'n omvattende CV, wat as vertroulik beskou sal word, en moet gerig word aan: Die Senior Betuurder Menslike Hulpsbronne, Posbus 25, Mosselbaai, 6500. Hierdie vereistes is verpligtend en indien dit nagelaat word sal die aansoek onmiddellik gediskwalifiseer word. Aansoekvorms is beskikbaar op die Munisipale webwerf (www.mosselbay.gov.za), of elektronies beskikbaar by die kontakpersone wat hieronder genoem word.
- Oorspronklik gesertifiseerde afskrifte ter staving van kwalifikasies moet die CV vergesel.
- **Elektroniese aansoeke mag per e-pos gestuur word na admin@mosselbay.gov.za**
- Vir gelykheidsdoeleindes moet u geslag, ras en ongeskiktheid status aangedui word.
- Verdere besonderhede is verkrygbaar by Me C Wagenaar en Me L de Vos by telefoonnommer (044) - 6065000.
- Indien applikante nie binne 40 dae na die sluitingsdatum gekontak word nie, kan aanvaar word dat hulle nie suksesvol was nie.
- Die Mosselbaai Munisipaliteit is verbind tot die nakoming van die vereistes van die Wet op Gelyke Indiensneming, Wet 55 van 1998, ter bevordering van voorheen benadeelde en gestremde persone.

ADV MG GILIOMEE

MUNISIPALE BESTUURDER

UMASIPALA WASEMOSEL BHAYI

**UMasipala waseMossel Bhayi,njengoMqeshi,uzibophelele kwingqesho ngokulingana
kwaye umema abantu ukuba benze izicelo zesi sithuba sichazwe apha ngezantsi.**

UMSEBENZI KWIZIKO LOKUPHENDULA IMINXEBA

**ABENZI-ZICELO ABAHLALA PHAKATHI KWEMIDA KAMASIPALA WASEMOSEL BHAYI BAYA KUFUMANA
INGQWALASELA EPHAMBILI**

IIMFUNO/OKULINDELEKILEYO:

- IBanga le-12
- Amava afikelela kwiinyanga ezi-6 kumsebenzi weziko lokuphendula iminxeba.
- Ulwazi ngekhompyutha(ukugqibelela kwi MS Word,MS Excel)
- Izakhono ezigqibeleleyo zoxibelelwano kunye nesokuphendula iminxeba
- Amava ekusebenziseni nasekunxibelelaneni ngoonomathotholo abaphathwayo
- Ube ugqibelele kwiilwimi ezimbini kwezintathu zaseNtshona-Koloni.
- Ulwazi ngoMmandla wesimo seNtlalo eMossel Bhayi
- Ube uzimisele ukusebenza ixesha elingesosigxina sime ndawonye.

IZINTO EZONGEZELELWEYO EZINOKUKUTHETHELELA

- Ube ugqibelele kuzo zontathu iilwimi ezithethwa eNtshona-Koloni
- Amava kulawulo lwetoki-toki kunye nolawulo
- Amava njengomsebenzi kumtshini omkhulu wokwamkela iminxeba/kwiziko lokwamkela iminxeba kwinqanaba likarhulumente wasemakhaya okanye kwimeko efanayo naleyo.

IINDIMA EZIPHAMBILI ZOMSEBENZI:

- Ukuphendula kwanokusebenza ngayo yonke iminxeba engena emva kweeyure zomsebenzi.

- Ukubhalisa ngokuchanekileyo yonke iminxeba engenayo kwanezikhhalazo zokunikezelwa kweenkonzo ezifungeniswe ngomnxeba nezingene ngamagosa kwiNkqubo yeCollaborator kwaye unikezele inombolo yobhekiso kwisikhhalazo ngasinye.
- Ekupheleni kwexesha lomsebenzi nikezela izikhhalazo kongena emsebenzini emva kwakho okanye uthumele kulawulo olubhaphazelekayo izikhhalazo ezingasonjululwanga.
- Ukuncedisa kwimibuzo yoluntu malunga neenkonzo zikamasipala.
- Ukunikezela iingcombolo kuluntu malunga neenkonzo zikamasipala kwaneenkqubo.
- Ukunikezela izikhhalazo zoluntu kumagosa alindeleyo(standby) kwaneminxeba emalunga nonxunguphalo.
- Ukulandela izikhhalazo kunye namagosa akwi-standby malunga nenkqubo esele yenziwe malunga nezikhhalazo ezo zithethaxaxelwa.
- Yenza ingxelo malunga nentshukumo ethatyathiweyo malunga nesikhhalazo seekonzo.
- Gcwalisa uxwebhu loluhlu lomsebenzi kwiziko leminxeba ukuze lugunyaziswe ngumphathi.
- Gcwalisa amaxwebhu amaxesha enyanga ukuze aqwalaselwe ze agunyaziswe ngumphathi.
- Lungisa iingxelo ezimalunga neziko leminxeba ngokwesicelo solawulo ukuze kulungiselelwe ingxelo yenyanga eya kwiBhunga.

ISIKALI SOMVUZO : R91 541.76 – R118 834.92 ngonyaka(T5)

UMHLA WOKUVALA : 15 JUNI 2017
(Izicelo ezingeniswe emva kwentsimbi ye:13:00 aziyi kwamkelwa)

GABALALA:

- Abaqatswa/abenzi-zicelo abathe bafakwa kuluhlu olufutshane bayakuindeleka ukuba benze uvavanyo lomsebenzi ngezandla nangomlomo. ***Nangona kungakho nalo naluphina ummelo, akukho sivumelwano sengqesho siya kusebenza phambi kokuba esi sinikezelo sibe samkelwe ngulowo sithe samkelwa isicelo sakhe.***
- Izicelo ezibhaliweyo kwifomu esesikweni nezikhatshwa yi-CV egqibeleleyo, neyakuthatyathwa njengeyimfihlo, kufuneka zingeniswe ku: The Senior Manager (Human Resources), P.O. Box 25, Mossel Bay, 6500. Le miqathango isisinyanzelo kwaye ukusilela ukuyithobela kuyakukhokelela ekukhatyweni kwesicelo sakho.
- Ifomu zezicelo ziyafumaneka kwi-website kamasipala (www.mosselbay.gov.za) okanye ungazithunyelwa nge-imeyile xa uthetha waqhagamshelana nomntu ochazwe apha ngezantsi. Izicelo ezingeniswa nge-imeyile aziyi kwamkelwa.
- **Izicelo ezenziwe nge-imeyile okanye ezifeksiweyo ziya kwamkelwa. (admin@mosselbay.gov.za)**
- Iikopi zeziqinisekiso zeziqu zemfundo nezinqinisekisiweyo njengeziyinyaniso kufuneka zikhaphe iCV yakho.
- Ngesizathu sengqesho ngokulingana nceda uphawule uhlanga, ubuni kunye nokhubazeko.
- Iingcombolo ezithe vetshe ungazifumana kuNkszn C Wagenaar okanye uNkszn L de Vos kule nombolo yomnxeba (044) 606 5000.
- Ukuba isicelo sakho uwufumananga mpendulo ngazo zisithuba seentsuku ezingama-40, ungathabatha ukuba isicelo sakho asamkelekanga.
- uMasipala waseMossel Bhayi uzibophele kwingqesho ngokulingana kwaneemfuno zoMthetho weNgqesho ngokulingana, Nombolo 55 ka 1998, kwabo bebekade behlelelekile ngaphambili.

GQWETHA MG GILIOMEE
UMPHATHI KAMASIPALA