



a world class African city

City of Johannesburg
Group Corporate & Shared Services: Group Human Capital Management

Metropolitan Centre
158 Civic Boulevard
Braamfontein

PO Box 1049
Johannesburg
South Africa
2000

www.joburg.org.za

INTERNSHIP POSITIONS (006/2020)

This Vacancy is open to **YOUTH** in the Johannesburg community

An internship programme is an intervention by the City of Johannesburg to address the growing demand by tertiary institution for students to undergo on-the-job exposure, as a pre-requisite to acquire an academic qualification or as a requirement after the acquisition of an academic qualification to obtain experiential training. The City is committed to provide work-based training for students.

The City of Johannesburg (CoJ), Group Finance Department has the following Internship opportunities available for a period **NOT** exceeding eighteen (18) months.

The details are as follows:

- Department:** Group Finance: Revenue Shared Services Centre
Branch: Customer Relations Services Centre
Designation: Intern
Salary Range: R8 329.27 pm (cost to company, basic salary, no benefits)

Appointment Requirements:

- Relevant National Diploma/Degree;
- Knowledge of local government will be an added advantage;
- Computer literacy and good communication skills;
- Must be able to work extended hours as and when required;
- Ages between 18 – 35 years; and
- Only City of Joburg residents will be considered

Primary Function: Provide a high quality Customer Service to customer contacts via all media (telephonically, written correspondence, e-services and if necessary visiting customers), using initiative to resolve a minimum of 80% of customer queries on first contact, within the Customer Interface environment, while meeting or exceeding targets set by the R&CRM department.

Key Performance Areas: Handle customer information and service requests within the customer interface using all necessary resources available to resolve queries at first contact. Receive and process all customer requests onto the CRM system according to R&CRM set standards. Log all queries onto the CRM according to R&CRM set standards. Monitor work status on all opened calls. Process reconnections for municipal owned entities. Channel all queries unresolved at first contact to the correct department/s for their intervention. Implement credit control procedures – including

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INTERN VACANCY CIRCULAR: 006/2020

(RE-advertisement)

making necessary debt arrangements with customers, opening and closing of accounts as per set CoJ policies/procedures. Implement social package processes, methods and systems. Perform office administration duties.

Leading Competencies: Operational and technical decision-making; Stakeholder Management; Teamwork and Accountability; Activity management; Customer liaison and influencing skills.

Core Competencies: Attention to detail and high levels of accuracy and excellent planning, organizing and time management skills; Good negotiation and conflict management skills. Good problem solving skills and information gathering skills; Excellent verbal, written and communication skills; Ability to operate with continued pressure to deliver high quality work standards; Ability to work independently; Good Ethics; Confidentiality; Multi-tasking; Strong figures; Work under pressure; Lateral thinker; Customer and Service Delivery Management (Batho Pele) Ethics; Use own discretion.

Contact Person: Gontse Segole
Tel No: (011) 628 4199
Workplace: 61 Thuso House, Jorissen Street, Braamfontein

3. Customer relations services centre- <https://share.hsforms.com/1qxMqeRk-SMWE7Ei7ii50Aw469tI>

Or visit www.joburg.org.za and click on Vacancies.

An Application letter and comprehensive CV, proof of residence, certified copy of ID and Qualifications

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