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WE HAVE EXCITING CAREER OPPORTUNITIES FOR:

PERMANENT POSITIONS:

- **Customer Relations Agent: Revenue Call Centre**
- **Deputy Director: Valuations**

APPLICATION REQUIREMENTS

- Complete the online job application form and attach all relevant and updated documents (Certified Qualification/s/Certificates, ID, and CV).
- Applicants should take note that they can be required to provide proof of original documents during the selection process.
- You will be requested to provide a brief description of your work experience relating to the vacancy.
- Applicants with membership to professional bodies need to provide a membership number and expiry date.
- If you are an internal applicant, your employee number will be required.

DISCLAIMER

- The City of Johannesburg applies the principles of employment equity as per the National legislation and policy guidelines and will consider designated groups in line with these requirements. We are an equal opportunity employer.
- By submitting your application for a position at the City of Johannesburg, you are consenting that the personal information submitted as part of your application may be used for the purposes of the Recruitment and Selection and related process.
- However, registering your CV and/or receipt and acknowledgement of any kind shall not be an indication that your application will be successful and/or lead to employment.
- The City of Johannesburg shall not be liable for any damage, loss or liability of whatsoever nature arising from your use of the job opportunity section of this website.
- The City of Johannesburg reserves the right not to make an appointment.



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CUSTOMER RELATIONS AGENT: REVENUE CALL CENTRE

<u>DEPARTMENT:</u>	Group Finance: Revenue Shared Services Centre (RSSC)
<u>BRANCH:</u>	Customer Interface: Revenue Call Centre
<u>DESIGNATION:</u>	Customer Relations Agent: Revenue Call Centre
<u>REMUNERATION:</u>	R16 427,66 pm (basic salary, excluding benefits)
<u>LOCATION:</u>	75 Helen Joseph Street, Johannesburg CBD

Minimum Requirements:

- Grade 12 or any equivalent qualification (NQF level 4) with Accounting, Mathematics or Economics;
- 1 – 2 years previous Call Centre or Customer Service experience.

Primary Function:

Provide a high level of Call Centre service, both telephonic and written, using initiative to analyse, identify account queries, and process necessary procedures using all available resources in order to resolve revenue related queries on first point of contact, logging and/or escalating all the queries that cannot be resolved to the relevant departments, whilst meeting or exceeding targets set by the Revenue & Customer Relations Management (R&CRM) Department, and needs of customers.

Key Performance Areas:

- Perform specific sequential procedures associated with answering calls from customers, in a Call Centre environment;
- Apply set standard operational procedures in logging of all revenue accounts related queries relating to all services offered by the City of Joburg for further processing by the relevant back-end departments while all queries relating to first time resolution are logged and resolved immediately;
- Perform specific sequences associated with maintaining electronically based information/data/records;
- Enforce all by-laws and prescribed legal framework as per the MFMA;
- Practice a customer service orientation;
- Subscribe to the Performance Management Policy within the City of Joburg Municipality;
- Provide management with a productivity report;
- Maintain a strong customer and working relation with RSSC customers, peers and other internal stakeholders to ensure correct focus and support;
- Efficiently utilize the operational assets and resources in the area of responsibility cost effectively in accordance with the legislative framework of the City's policies and procedures;
- Undertake all requirements and responsibilities within laid down policies and procedures that govern Group Finance, its by-laws, the Batho Pele Principles, and the Executive Mayor's Service with Pride Campaign.



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Leading Competencies:

- Computer literacy including MS Office Applications;
- Accountability and attention to detail/accuracy;
- Problem solving skills and ability to interpret mathematical information;
- Knowledge retention and recall;
- High level of confidentiality and organisational skills;
- Time Management, working independently, under pressure and ability to prioritise.

Core Competencies:

- Knowledge of Accounting Principles and Accounts;
- Basic knowledge of billing concepts and functions;
- Collaborative/Teamwork, Values and Integrity, Attention to detail and quality focused;
- Customer and Service Delivery Management (Batho Pele) Ethics, Professionalism;
- Impact and Influence according to City's protocols, Legislation, and standards.

All suitably qualified candidates are encouraged to apply and will be considered. The City of Johannesburg applies the principles of employment equity as per National legislation and policy guidelines and will consider designated groups in line with these requirements.

Please take note that only online applications will be considered. Please apply by using the following link below:

<https://share.hsforms.com/1YkFSXTYpQ9imHVVj9RpEIA469tI>

APPLY ONLINE VIA: www.joburg.org.za

ENQUIRIES ONLY:

Contact Person: Annelise Botha
Tel No: 011 032 0440

CLOSING DATE: TUESDAY, 06 SEPTEMBER 2022

Applicants are respectfully informed that, if no notification of appointment/response is received within six (6) weeks of the closing date, they must accept that their application was unsuccessful. By submitting your application for a position at the City of Johannesburg, you are consenting that the personal information submitted as part of your application may be used for the purposes of the Recruitment and Selection and related process. In terms of the Talent Acquisition Policy of the City of Johannesburg, you hereby consent to the following risk checks should your application be shortlisted:

- Credit Record,
- CV validation and
- Employment record verification,
- Criminal check, and
- Identity validation.



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DEPUTY DIRECTOR: VALUATIONS

DEPARTMENT:	Group Finance
BRANCH:	Property Branch
DESIGNATION:	Deputy Director: Valuations
REMUNERATION:	R54 544,98 pm (basic salary, excluding benefits)
LOCATION:	66 Jorissen Street, Jorissen Place, Braamfontein

Minimum Requirements:

- Grade 12 plus B. Degree/NQF level 7 in Real Estate; Property Valuation or qualification recognized by the SA Council for the Property Valuers' Profession;
- 7 - 9 years' extended valuation experience in Property Valuation;
- 5 years Managerial experience;
- Registered as Professional Associated Valuer or Professional Valuer without Restrictions at the SA Council for Property Valuers' Profession.

Primary Function:

Manage the Municipal valuations and Ad-hoc valuations to provide an efficient valuation service within the Directorate and to the clients of the City of Johannesburg. Assist the Municipal Valuer, as designated Assistant Municipal Valuer in the implementation of strategy and functions of the Municipal Valuer as contemplated in the Municipal Property Rates Act 6 of 2004 as amended.

Key Performance Areas:

- Identify and define the immediate short- and long-term plans and strategy for the Valuation Directorate;
- Direct organizational change and development of policies, procedures and systems;
- Direct and control adherence to relevant legislation and Council resolutions;
- Direct and control the key performance indicators and outcomes of personnel within the Valuations Directorate;
- Ensure sound financial management within the Directorate;
- Direct and control service delivery to City of Johannesburg and all its stakeholders;
- Disseminate functional and operational information on the immediate short- and long-term objectives and current development, problems and constraints;
- Manage and supervise the functioning of the Valuation Appeal Boards.

Leading Competencies:

- Computer literacy including MS Office Applications;
- Accountability;
- High level of confidentiality and organisational skills;
- Time Management, working independently, under pressure and ability to prioritise.



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Core Competencies:

- In depth understanding and knowledge of the Municipal Property Rates Act as amended;
- In depth understanding and knowledge of the City's Rates policy;
- Collaborative/Teamwork, Values and Integrity, Attention to detail and quality focused;
- Customer and Service Delivery Management (Batho Pele) Ethics, Professionalism;
- Impact and Influence according to City's protocols, Legislation, and standards.

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ENQUIRIES ONLY:

Contact Person: Pearl Fambe
Tel No: 011 021 3269

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