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WE HAVE EXCITING CAREER OPPORTUNITIES FOR:

PERMANENT POSITIONS

- **Deputy Director: Citizen Relationship Management**
- **Deputy Director: Augmented Field Services Unit**

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.
- Applicants are advised to use Google Chrome when applying for CoJ positions.

DISCLAIMER

- The City of Johannesburg is currently recruiting and will not demand payment in any form for any job placement. All vacancies are advertised in newspapers and on the CoJ website.
- 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 acknowledgment 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.
- Any misrepresentation or failure to disclose material information on the application form or CV will automatically disqualify your application.



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DEPUTY DIRECTOR: CITIZEN RELATIONSHIP MANAGEMENT

Department:	Citizen Relationship and Urban Management (CRUM)
Branch:	Citizen Relationship Management
Designation:	Deputy Director: Citizen Relationship Management
Remuneration:	R60 077.46 pm (basic salary, excluding benefits)
Location:	Region D

Minimum Requirements:

- Degree in Communication, Marketing, Public Relations, Tourism (NQF Level 7); and
- 7 – 9 years' experience in either local, provincial or national government of which 3 years should be in middle management level in business unit/operations management, customer liaison, communication and public relation.

Primary Function:

Foster close and more effective and efficient working relationships with the citizens at Regional Level; anticipate and meet citizens' needs and develop detail working understanding of what citizens want, expect and need from those who serve them. Provide a platform for interaction with citizens and clients through the establishment of Walk-in-Centres in the Region.

Key Performance Areas:

- Identify and define the short, medium, and long term objectives and priorities of the Department encapsulating CRUM and Walk-in-Centres.
- Direct and control outcomes associated with utilization, productivity and performance of personnel within the Department.
- Manage applications and sequences associated with recording authorization and execution of expenditure transactions.
- Manage and provide information on all Departmental key performance areas/indicators and maintain records of discussion, instruction and correspondence.
- Render an effective and efficient CRM service.
- Design, implement and manage internal and external communication strategies and campaigns to ensure Regional awareness.
- Prepare, develop, implement and manage marketing strategies aimed at promoting the Region and CRUM.
- Manage the establishment of the Region as a tourist friendly destination.
- Manage public education, community outreach and Walk-in-Centres.

Leading Competencies:

- Computer Literacy;
- Ability to work with Executive and Senior Management of the CoJ, Municipal Entities and other stakeholders.
- Strategic Direction and Leadership;
- People Management;
- Financial Management;



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- Change Leadership;
- Stakeholder Management;
- Conflict Management;
- Programmes and Projects Management.
- Ability to organise multiple high level tasks simultaneously.
- Facilitate and direct consultation with external stakeholders to ensure strategic outcomes.
- Facilitate stakeholder engagements

Core Competencies:

- Ability to work under pressure and produce accurate reports within limited timeframes;
- High degree of interpersonal skills to interact with all levels of staff and external stakeholders;
- Ability to produce documents of a high quality.

“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. Preference will be given to previously disadvantaged groups including those with disabilities. Appointments will be made in accordance with the approved Employment Equity Plan to promote its equitable representation in terms of race, gender and disability.”

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

https://share-eu1.hsforms.com/1UnYPt5KORFi-rtm5_VPxfQew554

APPLY ONLINE VIA: www.joburg.org.za

ENQUIRIES ONLY:

Contact Person: Mpowe Mokoena

Tel No: 011 075 8181

CLOSING DATE: TUESDAY, 26 NOVEMBER 2024

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, Employment record verification, Criminal check,
- Identity validation.

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DEPUTY DIRECTOR: AUGMENTED FIELD SERVICES UNIT

<u>Department:</u>	Citizen Relationship & Urban Management (CRUM)
<u>Branch:</u>	Augmented Field Service Unit
<u>Designation:</u>	Deputy Director: Augmented Field Service Unit
<u>Remuneration:</u>	R60 077.46 pm (basic salary, excluding benefits))
<u>Location:</u>	Region D

Minimum Requirements:

- Grade 12 plus a Degree in Public Administration or Management or equivalent at NQF Level 7;
- 7 - 9 years' experience preferably in either Local Government, Provincial or National Government of which 3 years' experience should be at Middle Management;
- Experience in the coordination and management of service delivery and/or Area Based Management in local government;
- Knowledge of the MFMA, Municipal Structures Act and relevant legislation.

Primary Function:

To establish, drive, coordinate, monitor and evaluate the augmented service delivery programme in CRUM, introduce uniform standards and procedures of operations across regions A to G and ensure a consistent standard of service delivery excellence.

Key Performance Areas:

- Develop, design and implement Uniform Standards and Procedures in the implementation of the augmented service delivery programme in CRUM;
- Lead the development of social mobilization;
- Efficient and effective Financial and Risk Management;
- Manage the implementation of financial controls or procedures and provide information to support financial planning;
- Provide input into the development of the department business plan and SDBIP.

Leading Competencies:

- Computer literacy (MS Office Packages, including Word, Excel, PowerPoint);
- Good written and oral communication skills in English and must be able to communicate and coordinate effectively with other stakeholders;
- Monitoring and Evaluation skills;
- Analytical and research skills;
- Attention to detail and high levels of accuracy and excellent planning, organising, coordinating and time management skills.

Core Competencies:

- Knowledge of area-based management, and integrated service delivery;
- Knowledge of Public Participation and Stakeholder Relations;
- Collaborative/Teamwork, Values and Integrity, Attention to detail, and quality-focused;
- Customer and Service Delivery Management (Batho Pele) Ethics, Professionalism;



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- Impact and Influence according to City's protocols, legislation, and standards.

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