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STUDENT INTERNSHIP POSITION: **GROUP FINANCE DEPARTMENT**

An internship programme is an intervention by the City of Johannesburg to address the growing demand by a 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 academic qualification to obtain experiential training. The City is committed to providing work-based training for students.

- This internship opportunity is applicable to youth in the Johannesburg communities, who qualifies for this internship and have never participated in an internship programme before.
- This Vacancy is open to all qualifying **STUDENTS** in the Johannesburg Community for a period **not exceeding 18 months**
- Interested applicants are invited to apply for the positions listed in the circular.
- Complete the online job application form and attach all relevant documents (Certified Qualification/s, ID, and CV).
- Applicants are advised to use Google Chrome when applying for CoJ positions.
- The City of Johannesburg reserves the right not to make an appointment.
- Appointments will be made in accordance with the COJ Employment Equity policy and People with disabilities are encouraged to apply.
- The City of Johannesburg is an equal opportunity employer.
- Any misrepresentation or failure to disclose material information on the application form or CV will automatically disqualify your application.

WHERE TO APPLY

https://www.joburg.org.za/work/_Pages/Work%20in%20Joburg/Vacancies/2021%20Internships/2021-Internships.aspx

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

Department: Group Finance
Branch: Customer Relationship Agent: Revenue Call Centre
Designation: Internship: Revenue Call Centre
Remuneration:
 (Qualification completed with min 360 credits): R9 531,54 pm (Basic Salary, no benefits)
 (Enrolled as a student) : R3 500,00 pm (Basic salary, no benefits)
Location: Thuso House, 61 Jorissen Street, Braamfontein

Minimum Requirements:

- Grade 12 (NQF level 4) plus a relevant tertiary qualification at NQF level 6 or student enrolled towards at NQF level 6 qualification.
- Only City of Joburg residents will be considered.

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 on contact, logging and/or escalating all the queries that cannot be resolved to the relevant department, whilst meeting or exceeding targets set by the R & CRM department and the needs of customers.

Key Learning Areas:

- To apply set standard operational procedures in logging of all revenue accounts related queries related to all services officers by the City of Joburg for further processing by the relevant back-end department while queries relating to first time resolution are logged and resolved immediately;
- Perform specific sequences associated with maintaining electronically based information /data/records.
- To subscribe to the Performance management Policy within the City of Joburg Municipality;
- To maintain strong customer and working relation with RSSC customers, peers and other internal stakeholders to ensure correct focus and support;
- To 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;

Leading Competencies:

- Computer Literacy- (Microsoft Office Applications);
- Problem solving skills;
- Good Time management;
- Excellent listening and communication skills (verbal and written);
- Excellent Interpersonal skills;

Core Learning Competencies:

- Basic knowledge of billing concepts and functions;



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- Knowledge Retention and recall;
- Capability to handle pressure;
- Ability to interpret mathematical information;
- Attention to detail and accuracy;

ENQUIRIES ONLY:

Contact Person: Faniswa Lokwe

Tel No: (011) 021 0594

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

<https://share-eu1.hsforms.com/1eZwFHmDCQSGIdGdUyy0ISQew554>

APPLY ONLINE VIA WEBSITE: www.joburg.org.za

CLOSING DATE: TUESDAY, 17 SEPTEMBER 2024

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