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STUDENT INTERNSHIP POSITION: **GROUP FINANCE (CREDIT MANAGEMENT)**

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 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).
- 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.

WHERE TO APPLY

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 opportunities available for a period NOT exceeding eighteen (18) months

<u>DEPARTMENT:</u>	Group Finance (Credit Management)
<u>BRANCH:</u>	Outbound Collections
<u>DESIGNATION:</u>	Internship: Accounting Officer
<u>REMUNERATION:</u>	
(Qualification completed with min 360 credits):	R9 043,21 pm (Basic Salary, no benefits)
<u>LOCATION:</u>	Thuso House, 61 Jorissen Street, Braamfontein

MINIMUM REQUIREMENTS:

- Grade 12/NQF level 4 plus National Diploma in Financial Management and Credit Management or any relevant qualification at NQF level 6;
- No experience required;
- Only City of Joburg residents will be considered.

PRIMARY FUNCTION:

Collect on arrear municipal account debtors using Omni-channels through dialer collections incorporating inbound and outbound systems such as telephonic, email, sms, chat services, online AOD services, track & trace systems, and the usage of SAP CRM/SU systems in rehabilitating arrear debtors back to current.

KEY PERFORMANCE AREAS:

- Collect on arrear account debt associated with CoJ arrear account debtors and guided by the Credit and Debt Collection Policy;
- Provide arrear debtors with the full process applicable to payment arrangements;
- Maintain and improve current debtors' accounts;
- Improve and maximise revenue collection on accounts with queries;
- Trace the City's customers who are in arrears with the debt of their municipal service, with the objective of obtaining their latest contact details in order to collect on the outstanding debt.

LEADING COMPETENCIES:

- Computer literacy – Microsoft Office application- Word, Excel, PowerPoint, and typing;
- Customer service skills;
- Coordinating skills;
- Telephone etiquette;
- Strong phone and verbal communication skills along with active listening skills.

CORE COMPETENCIES:

- Basic knowledge of debt collection, call centre collections, customer services, or credit management;
- Knowledge of local government will be an added advantage;
- Problem analysis and problem-solving.



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ENQUIRIES ONLY:

Contact Person: Nombulelo Mudau
Tel No: (011) 021 2980

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

<https://share-eu1.hsforms.com/1u6Z9cg7oT56g9k0vWc8Negew554>

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

CLOSING DATE: FRIDAY, 17 FEBRUARY 2023

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