



**NEWCASTLE MUNICIPALITY  
VACANCIES  
CS23/2023**

The following vacancies exist in the department as mentioned hereunder:-

**DEPARTMENT : MUNICIPAL MANAGER : CUSTOMER RELATIONS AND COMMUNICATIONS**

Position	<b>CALL CENTRE SUPERVISOR : POST ID : TS1020</b>
Basic Salary	R345 135,45 per annum (Task Grade 11)
Qualifications	<ul style="list-style-type: none"><li>• Grade 12</li><li>• A relevant 3-year qualification preferable a National Diploma</li><li>• Computer Literacy</li><li>• Driver's License</li></ul>
Experience	<ul style="list-style-type: none"><li>• 2 Years' experience</li></ul>
Responsibilities	<ul style="list-style-type: none"><li>• Allocating of duties to personnel, monitoring outcomes and instituting the necessary corrective measures to address deviations from standards.</li><li>• Providing guidance on new applications or clarifying instructions and/or requirements.</li><li>• Be accountable for all repeat contracts inclusive follow up and revisits to sites where operation teams were working.</li><li>• Controlling the attendance register and related personnel matters applying laid down human resources procedures.</li><li>• Participating in various meetings (internal and external forums) and provides comments/opinions on matters affecting or concerning deliverables.</li><li>• Communicating regularly with supervisory teams (Foreman's from Technical and Community Services) directly to ensure work is delivered within SLA.</li></ul>

Position	<b>CALL CENTRE AGENT : POST ID : TS1021</b>
Basic Salary	R230 630,16 per annum (Task Grade 8)
Qualifications	<ul style="list-style-type: none"><li>• Grade 12</li><li>• Computer Literacy (MS Office)</li></ul>
Experience	<ul style="list-style-type: none"><li>• 1 Year experience</li></ul>
Responsibilities	<ul style="list-style-type: none"><li>• Handle incoming requests from customers and ensure that issues are resolved both promptly and thoroughly.</li><li>• Provide customer satisfaction, quality service and support to internal and external customers.</li><li>• Attend to walk-in customers.</li><li>• Troubleshoot customer issues over the phone.</li><li>• Assist customers over the phone.</li></ul>

**Detailed CV's can be placed in the box with the Security : Rates Hall, Tower Block, 1<sup>st</sup> Floor, Murchison Street, Private Bag X6621, NEWCASTLE, 2940. For further information you may contact the Manager : Customer Relations, Mr N M Myende at 034 – 328 7943.**

- Canvassing for appointment will automatically disqualify an applicant.
- If no reply to your application has been received within 60 days of the closing date, you should consider your application as being unsuccessful.
- The Directorate : Human Resources will not accept responsibility for information not mentioned in applications.
- **NO** late applications will be accepted.
- **NO** e-mails or faxes will be accepted.
- The Directorate: Human Resources will not be held responsible for lost applications unless proof of submission can be supplied.
- All applicants may be required to undergo a proficiency test.
- **NO** applications shall be considered without certified copies of the original documents of qualifications.

- The Newcastle Municipality adheres to the provisions as contained in the Employment Equity Act to ensure representatively through the process of affirmative action.
- It would be expected of candidates to be subjected to thorough evaluations and that previous and current employers and references will be contacted. Verifications will be done on his / her qualifications, criminal and credit records.
- Applicants must have no criminal record or pending criminal/departmental or civil cases. The candidate will be required to disclose all financial interest and will be subjected to competency assessment.
- Applicants will be subjected to a vetting process which will include security screening and fingerprint verification.
- Applicants should be a South African citizen or permanent resident.
- **SHOULD** the candidate be successful in the interview and thereafter decline the offer, such candidate will be liable for all costs incurred to have the position re-advertised.
- **The attached application form for employment must be completed in full, accurately, and legibly.**
- **All information relevant to a candidate must be provided on this form.**
- **Any additional information may be provided on the cv.**

**NB : AFRICAN FEMALES ARE ENCOURAGED TO APPLY**

**CLOSING DATE : 23 JUNE 2023**



**NEWCASTLE MUNICIPALITY**

**APPLICATION FOR EMPLOYMENT**

<p><b>WHAT IS THE PURPOSE OF THIS FORM</b></p> <p>To assist the district municipality in selecting a person for an advertised post.</p> <p>This form may be used to identify candidates to be interviewed. Since all applicants cannot be interviewed, you need to fill in this form completely, accurately and legibly. This will help to process your application fairly.</p> <p><b>WHO SHOULD COMPLETE THIS FORM</b></p> <p>Only persons wishing to apply for an advertised position at Newcastle Municipality.</p> <p><b>ADDITIONAL INFORMATION</b></p> <p>This form requires basic information. Candidates who are selected for interviews will be requested to furnish additional certified information that may be required to make a final selection.</p> <p><b>SPECIAL NOTES</b></p> <ol style="list-style-type: none"> <li>All information will be treated with the strictest confidentiality and will not be disclosed or used for any other purpose than to assess the suitability of a person, except in so far as it may be required and permitted by law. Your personal details must correspond with the details in your ID or passport.</li> <li>Passport number in the case of non-South Africans.</li> <li>This information is required to enable the department to comply with the Employment Equity Act, 1998.</li> <li>This information will only be taken into account if it directly relates to the requirements of the position.</li> <li>Applicants with substantial qualifications or work experience must attach a CV.</li> <li>Correspondence contact details (in terms of above)</li> </ol>	<b>A. THE ADVERTISED POST</b>				
	Position for which you are applying (as advertised)			Newspaper where the position was advertised	
	Reference number (if stated in the advert)			If you are offered the position, when can you start OR how much notice must you serve with your current employer?	
	<b>B. PERSONAL INFORMATION</b>				
	Surname				
	First Names				
	Date of Birth				
	ID number				
	Race	<i>African</i>	<i>White</i>	<i>Coloured</i>	<i>Indian</i>
	Gender		<i>FEMALE</i>	<i>MALE</i>	
Do you have a disability?			<i>YES</i>	<i>NO</i>	
Are you a South African Citizen?			<i>YES</i>	<i>NO</i>	
If no, what is your Nationality					
And do you have a valid work Permit?			<i>YES</i>	<i>NO</i>	
Have you ever been convicted of a criminal offence or been dismissed from employment?			<i>YES</i>	<i>NO</i>	
Do you have a driver's license?			<i>YES</i>	<i>NO</i>	
Are you computer literate?			<i>YES</i>	<i>NO</i>	
Are you disabled?			<i>YES</i>	<i>NO</i>	
If YES elaborate					
Do you hold a professional membership with any professional body? If yes, provide information below			<i>YES</i>	<i>NO</i>	
Name of professional body		Membership number	Expiry date		
<b>C. HOW DO WE CONTACT YOU</b>					
Preferred language for correspondence?					
Telephone number during office hours					
Physical Address					

	Preferred method for correspondence	Post	E-mail	Fax
	Correspondence contact details (in terms of the above)			

D. LANGUAGE PROFICIENCY – state 'good', 'fair' or 'poor'						
	Languages (specified)					
Speak						
Read						
Write						

E. QUALIFICATIONS (please ignore if you have attached a CV with these details)		
Name of School / Technical College	Highest qualification obtained	Year Obtained
<i>Tertiary education (complete for each qualification you obtained)</i>		
Name of Institution	Name of Qualification	Year Obtained
Current study (institution and qualification)		

F. WORK EXPERIENCE (please ignore if you have attached a CV with these details)							
From - to Employer (including current employer)	Post held	FROM		TO		Reason for Leaving	
		MM	YY	MM	YY		
If you were previously employed in the Public Service, indicate whether any condition exists that prevents your re-employment						YES	NO
If yes, provide the name of the previous employing department							

G. REFERENCES (please ignore if you have attached a CV with these details)		
Name	Relationship to you	Tel. No. (office hours)

**DECLARATION**

*I declare that all the information provided (including any attachments) is complete and correct to the best of my knowledge. I understand that any false information supplied could lead to my application being disqualified or my discharge if I am appointed.*

**SIGNATURE:****DATE:**

