



ALFRED NZO
DISTRICT MUNICIPALITY

Enquiries: S FIKENI

EXTERNAL ADVERTISEMENT

VACANT POSITIONS

NOTICE NO 07/2020/2021

Applicants are hereby invited from suitably qualified persons for the following position:



MANAGER: CUSTOMER CARE

FIVE (05) YEARS FIXED TERM CONTACT

TOTAL REMUNERATION PACKAGE: R 1 026 870.63 (ALL INCLUSIVE PACKAGE)

STATIONED PLACE: MOUNT AYLIF (MAIN OFFICES)

ESSENTIAL REQUIREMENTS: Grade 12 or matric • Bachelor's degree in Public Administration or any Social Science Degree, Honors' degree in Public Administration will be added advantage • Computer Literacy • At least 5 year's experience in the management of Customer Care services and Crime Prevention programs with 3 to 5 years in Local Government in the same field operations • Full understanding of community based service delivery approach (stakeholder engagements) • A valid drivers license

KEY PERFORMANCE AREAS: Plan, organize , direct and implement comprehensive programs , initiatives and activities of Customer Care unit to identify and meet the district Municipality's internal and external customer's needs • Develop integrated Development Plans (IDP) for the customer care unit and implement SDBIP as per the

unit IDP/s • Manage, supervise and direct all the unit staff performance that directly report to her staff engaged in the development, implementation and integration of programs to assess current customer satisfaction levels, create and nurture a corporate culture based on high levels of customer service quality • Develop an integrated customer care and Crime prevention programs within the ANDM and throughout the ANDM district • Manage, Coordinate, monitor and implement Customer Care services throughout the District • Manage, Coordinate and implement Crime Prevention Programs throughout the district • Instrumental in the development and the implementation of all Customer Care related policies and By Laws strategies • Report directly to the Senior Manager Community Development Services

FINANCIAL INFORMATION SYSTEM PRACTITIONER

TASK GRADE: 10

ANNUAL BASIC SALARY R225 749.00 PLUS BENEFITS

ESSENTIAL REQUIREMENTS: Grade 12 • ND in Financial Information Systems, or any finance field, NQF level 6 • Minimum of 3 years actual and appropriate experience in financial information systems reporting including Caseware • Good report writing skills • Strong communication skills

KEY PERFORMANCE AREAS: Performance of monthly financial information systems reports • Assist in monitoring processes in all sub-ledgers, debtors , creditors and cashbook • Assisting with the performance of MFMA section 71,72,52d,122 and 126 reports • Assisting in the implementation of new financial system modules • Assisting in the preparation of quarterly and annual financial statements and follow up of audit queries

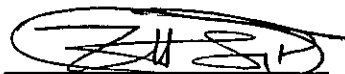
Closing date: 05 MARCH 2021



Please note: Applicants must submit a completed **ANDM Employment Form** obtained from our offices or on our website (www.andm.gov.za) and a comprehensive Curriculum Vitae with exposition of their experience and competencies with certified copies of qualifications, Identity document and license where applicable. **Applications should be forwarded to the Corporate Services Department, Alfred Nzo District Municipality, ERF 1400 Ntsizwa Street or Private Bag X 511, Mount Ayliff, 4735. Appointment will be subject to appropriate security clearance/criminal record check, a competency as well as reference and qualification checks.** If applicants receive no notification within one month from the closing date, please assume that your application was unsuccessful. The council reserves the right not to fill the position. Alfred Nzo District Municipality is an equal opportunity and affirmative action employer and people from designated groups.

LATE, EMAILED AND FAXED APPLICATIONS WILL NOT BE ACCEPTED

All enquiries should be directed to Mr. S FIKENI, HR Officer by telephone at (039) 254 5000.



**Z. H. SIKHUNDLA
MUNICIPAL MANAGER**