



## LOCAL MUNICIPALITY OF LEKWA

The Lekwa Local Municipality with its seats in Standerton, invites applications from qualified, motivated and innovative individuals for the following positions to become part of and join a dynamic and growth orientated Local Authority.

**EXTERNAL ADVERTISEMENT**  
**DEPARTMENT: CORPORATE SERVICES**  
**POSITION: Call Centre Operator X2 (Permanent)**  
**Standerton (1) Morgenzon (1)**  
**Reference number: CS/CCO/002**  
**Salary: R293 429.60 per annum Task Grade 10**

### Minimum Requirements

- Grade 12
- A relevant 3-year tertiary qualification in Call Centre/Management Assistant/Administration or equivalent qualification at NQF 5.
- Ability to work under pressure.
- Good Interpersonal and Communication Skills.
- Knowledge and understanding of the Batho-Pele principles.
- Required to work shift system or extended hours as and when the need arises.
- Valid driver's licence and added advantage.
- Excellent written and verbal communication skills.

### Key Performance Areas

- Receiving and log all calls in line with policies and procedures.
- Issue complainants with a reference number.
- To handle professionally all inbound and outbound calls.
- Responding to complaints received via emails and other social media platform.
- To log accurately all customer calls and refer them timeously to the department.
- Provide administrative Service and Support to Customer Care Unit.
- Attend to all Customer Care enquiries and complaints and related to account information and transaction.
- Ability to work under pressure and always treat the public with respect and courtesy at all times.
- To demonstrate ability to understand how the activities at customer care enhance and maximize service delivery.
- To deliver excellent and reliable customer service to all our clients in line with the principles of Batho-Pele.

### Please note:

1. Interested applicants meeting the requirements are requested to forward an application form, comprehensive Curriculum Vitae, together with originally certified copies of qualifications and identity documents to **The Municipal Manager (Attention Manager Human Resources), PO Box 66, Standerton, 2430** or hand-deliver such at the **Lekwa Local Municipal Administrative Building, Corner Dr Beyers Naude and Mbonani Mayisela Street, Standerton.**
2. Faxed or e-mailed applications will not be considered.
3. Correspondence will only be entered into with the shortlisted candidates. Applicants who have not been contacted within sixty (60) days of the closing date should consider their applications unsuccessful.
4. Lekwa Local Municipality serves the right not to make any appointment.
5. The submission of an application gives Lekwa Local Municipality the right to make inquiries necessary to obtain information regarding the applicant's background. Such inquiry will include current and previous employers, criminal record as well as academic institutions. Should you be in possession of foreign qualification, it must be accompanied by evaluation of certificate from the South African Qualification Authority (SAQA).
6. Canvassing Councillors or officials or the appointment is strictly prohibited and will automatically disqualify the applicant.
7. People from previously disadvantaged groups and people with disability are encouraged to apply .
8. The application for employment form obtainable from the Lekwa Local Municipality website at [www.lekwalm.gov.za](http://www.lekwalm.gov.za) must be completed.
9. For further enquiries please contact the Human Resources Administration Officer, Mr F.N Gqwashu at [fgqwashu@lekwalm.gov.za](mailto:fgqwashu@lekwalm.gov.za) or 087 562 5296

**Notice: 04/2024**

**Closing date for applications: 05 March 2024**

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M.J LAMOLA  
MUNICIPAL MANAGER