



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.

INTERNAL/EXTERNAL ADVERTISEMENT
DEPARTMENT: CORPORATE SERVICES
POSITION: SENIOR CUSTOMER CARE AGENT (PERMANENT)
LOCATION: STANDERTON
Reference number: MP305/CS/SCCO/01
Salary: R404 165,07 per annum Task Grade 11

Minimum Requirements

- Grade 12
- Diploma in customer care or related field at NQF 6
- 2-3 Years's experience in a customer care/call centre environment.
- Proven track record working in the public/municipal service to support service delivery
- Understanding of the Municipal Systems and procedures will be added advantage
- Leadership flair, innovative and customer orientated character
- Computer literate.
- Willingness to work shifts

Key Performance Areas

- Provide Supervisory function to the Call Centre Staff
- Attend to unresolved customer queries on time in line with Batho-PELE policy and the Municipal service standards
- Provide regular reports to the Manager on a regularly basis
- Handling complex queries and managing service delivery inquiries regarding municipal accounts, electricity, water, and other services.
- Provide support to service delivery Departments, Ward Cllrs and CDW's to resolve customer complaints.

Inherent requirements

- Attention to detail • Administrative and Organisational skills • Ability to work under pressure with a team and within a set time frames • excellent verbal and written communication skills

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 Acting 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 an evaluation certificate from the South African Qualification Authority (SAQA).
6. The successful applicant must enter into a Performance Agreement with the Employer
7. Canvassing Councillors or officials or the appointment is strictly prohibited and will automatically disqualify the applicant.
8. People from previously disadvantaged groups and people with disability are encouraged to apply &.
9. The application for employment form obtainable from the Lekwa Local Municipality website at www.lekwalm.gov.za must be completed. Applications not submitted with the fully completed official form will not be considered.
10. For further enquiries please contact the Acting Human Resources Administration Officer, Ms Phindile Lubisi at plubisi@lekwalm.gov.za /017719819

Notice: 33//2026

Closing date for applications: 25 August 2026


T. MTSHISELWA
ACTING MUNICIPAL MANAGER