

SWELLENDAM MUNICIPALITY
VACANCY : CHIEF CLERK (HOUSING)

(Directorate : Community Services)

Salary scale T 8 : R203 820 – R264 552 per annum (plus normal fringe benefits)

Qualification & Experience:

- Grade 12;
- Preference will be given to post-matric qualification in administration / client services or related field;
- 2 – 5 years relevant experience (*in terms of the listed functions*).

Other requirements:

- General knowledge of national- and provincial housing laws and policies;
- Proof of Computer literacy (MS Office).

Job purpose:

Perform administrative tasks associated with the verification of processed housing information in respect of registration application and occupation, generating reports detailing the status of the housing programme, attending to and/or forwarding disputes queries/ complaints to specific departments for attention and resolution, communicating outcomes and, providing guidance on applications and processes pertaining to housing.

Duties of the post:

- As per the attached document.

Enquiries relating to the content (duties) of the post can be directed to mr Keith Stuurman, Director Community Services via e-mail to kstuurman@swellendam.gov.za

Applications are to be submitted on the **prescribed application** form [obtainable from the Swellendam Municipality webpage (www.swellendam.gov.za) or from all administrative offices] together with a CV, certified copies of **ALL** qualifications mentioned on the CV, a copy of your Identity Document, and at least two (2) contactable references. Applications must be submitted to the Human Resources Manager (Mr. P. Le Roux), to reach him on or before **Friday, 13 September 2024 at 16:00**. Applications that do not include the requested supporting documentation will be automatically disqualified. Applications can be handed in at the various administrative offices in Swellendam, Buffeljagsrivier, Suurbraak and Barrydale. **NO** applications by fax will be accepted. **NO** late applications will be considered. Applications via e-mail (*maximum 20 pages*) can be sent to careers@swellendam.gov.za

Swellendam Municipality is an equal opportunity employer. The employer reserves the right not to make an appointment. Canvassing with councillors is a violation and will lead to disqualification of an application. If you do not receive feedback within two months after the closing date, you can assume that your application was not successful.

Swellendam Municipality
HR Office - 6 Rhenius Street/ (P.O. Box 20)
SWELLENDAM, 6740
Tel: (028) 514 8500

A. VORSTER
MUNICIPAL MANAGER

(Notice HR 19/2024)

NO.	DUTIES/TASKS	FREQUENCY
1.	HOUSING ADMINISTRATIVE FUNCTIONS	
1.1	<p>Updating procedures related to the administrative applications pertaining to Housing, by</p> <ul style="list-style-type: none"> • Processing applications and assist with photocopying relevant applicant details (ID, Certificates, pay slips, etc.) • Verifying information recorded on procedural forms (registration, application, status change, etc). • Interacting with the applicant with regard to the outstanding or documentation or incomplete information and checking the accuracy of processed information. • Interacting with the applicant with respect to outstanding/ incomplete documentation and/ or information and/ or checking the accuracy of processed information. • Attending specific meetings to elicit information or record decisions on updating housing records and databases. • Preparing letters, using standardized formats, to acknowledge receipt or provide information on the status of applications. <p>In order to ensure administrative requirements and procedures associated with the recording/ processing of applications</p>	Daily
1.2	<p>PROGRESS REPORTS</p> <p>Extract specific reports and forwards to relevant personnel, officials and Committees for perusal and action, by</p> <ul style="list-style-type: none"> • Checking and verifying the accuracy of data. • Accessing specific dialog/ menu capabilities on the system and moving or merging data from fields to create reports based on information requirements. • Extracting and submitting reports from the system to users for perusal, analysis and comment <p>In order to ensure reporting deadlines are adhered to and relevant and accurate information detailing the status of application and occupation rate is made available enabling related departments and officials to plan and manage outcomes.</p>	Ongoing Monthly / Weekly Daily
2.	COMMUNICATION	
2.1	<p>HOUSING QUERIES AND COMPLIANTS</p> <p>Attend to queries and complaints from the general public and stakeholders, by</p> <ul style="list-style-type: none"> • Establishing and recording the nature and/ or urgency of the query/ complaint. • Interacting with relevant departments on queries/ problems and/ or accessing/ retrieving details of the application, to support departmental response/ feedback. • Reverting to the enquirer/ complainant and providing details to support specific outcomes or commenting on the status and/ or attention afforded to the query/ complaint. <p>In order to ensure queries/ complaints are promptly attended to and relevant departments are informed accordingly of specific priorities.</p>	As and when required

2.2	<p>HOUSING DATABASE</p> <ul style="list-style-type: none"> • Capturing the housing database. • capturing the process of new housing applications and subsequent administrative responsibilities relating to checking the input and filing the applications and informing the applicants of their registration number and application date. • Ensuring that all housing applications are timeously and correctly captured. • Recording, storing and retrieval of housing application forms and supporting documents. • Planning and implementation of investigations into any queries relating to applications. • updating of personal details of applicants on the system. • updating details of housing allocated i.e. information captured into the database against the records of the applicants who were assisted with housing. • Cancelling of applications from the system where such action is considered appropriate. • Ensuring that all the necessary procedures, processes and formalities are fully and faithfully adhered to. • Checking of applicants against the housing subsidy system, Home Affairs, the Deeds Office and SAP to see whether they have received subsidies before or own property, deceased, marital status and ID. • Ensuring that applications are correctly split where the applicant and spouse divorce or separate. • Ensuring that deceased applicants have their applications transferred into a family member's name. • Safe-keeping of research material, results of investigations and correspondence. • Compiling statistical records for the Department. 	Daily
3.	<p>COMPILATION OF REPORTS:</p> <p>Submit monthly reports to the Manager : Human Settlements providing information, statistics, analysis and recommendations regarding housing (such as waiting lists, new applications, transfer requests, complaints, meetings held with tenants.</p> <p>In order to ensure accurate information for decision making purposes.</p>	Ongoing