

SWELLENDAM MUNICIPALITY

VACANCY : ADMINISTRATIVE OFFICER – DEBTORS & CASHIERING

(BARRYDALE OFFICE)

(Directorate : Financial Services)

(Salary scale T10 : R274 020 – R355 692 per annum plus fringe benefits)

Requirements:

- Grade 12;
- Relevant post-matric qualification on a NQF 5-level or higher;
- Minimum 5 years relevant administrative experience to some listed functions;
- Computer literacy (MS Office) *(Samras and Natis experience will be highly advantageous)*;
- Advanced excel experience will be advantageous.

Duties:

<p>1.</p>	<p>REVENUE – VERIFICATION AND REPORTING</p> <p>Coordinates and controls sequences associated with the verification and provision of information related to Revenue transactions, by</p> <ul style="list-style-type: none">• Monitoring revenue collection and receipting and processes referring to information detailed in supporting transactional documentation and resolving deviations from procedures.• Attending to the consolidation of Debtor Accounts, extracting and submitting reports detailing amounts payable for approval prior to generating and forwarding Consumer Billing Statements.• Interacting with the internal or external auditors and makes available information, supporting documentation and proofs of approval guiding specific recordings, adjustments and allocation of Account receivable transactions. <p>In order to ensure reporting requirements and information explaining and detailing income sequences and trends are coordinated and disseminated to support planning and procedural evolution processes.</p>
<p>2.</p>	<p>TRANSACTIONAL PROCEDURES AND APPLICATIONS</p> <p>Coordinating the recording and processing procedures of income transactions against services rendered, by</p> <ul style="list-style-type: none">• Attending to incoming correspondence, telephonic queries, e-mail queries, or with the customer on a one-on-one basis with regard to debtor's accounts.• Attending to customer enquiries.• Creating debtors accounts on the financial system.• Processing accounts for sewer tank services.• Updating the Syntell pre-paid electricity system with new debtors.• Attending to the repayments of credits for debtors accounts.• Maintaining and updating the financial system with new services that needs to be linked to the debtors account.• Attending to the connections and disconnections of services on the financial systems.• Updating the financial system with information regarding new meters installations.• Balancing cash receipts against entries recorded in receipt books and preparing the schedule categorizing income received for according to services and preparing bank deposit notifications.• Processing debtor's transactions on the financial System.• Reconciling Debtors accounts and proceeding with the posting and balancing of ledger accounts.• Prepare debit or credit journals to do amendments/corrections on debtor accounts.• Meeting and consulting with public.• Providing statistical information and compiling monthly status reports.• Attending to pre-paid system issues and queries.• Managing meter books. <p>In order to ensure that processing of income related transactions are completed accurately in accordance with laid down accounting procedures and practices.</p>

<p>3.</p>	<p>COMMUNICATION Provides information to consumers on the status of accounts and specific procedural applications, by</p> <ul style="list-style-type: none"> • Attending to queries related to the calculation of penalties / interest and providing explanations to clients. • Providing copies of transactional documentation and / or preparing and seeking approval on response to correspondence. <p>In order to ensure accurate information is made available and the consumers understand procedures, acknowledge and arrange for the payment of outstanding debts.</p>
<p>4.</p>	<p>CUSTOMER RELATIONS Provides information to Customers on the status of accounts and specific procedural applications with regard to any municipal services, by</p> <ul style="list-style-type: none"> • Assisting customer with account queries and provides account reconciliation. • Answering specific queries with regard to other municipal services (e.g. Pre-paid electricity, water, sewerage, electricity, refuge, etc). • Attending to internal client request with regard to service accounts and relevant statistical information. • Attending to written customer queries and follow relevant procedures to attend to the queries. <p>In order to ensure accurate information is made available and the customer understands relevant procedures.</p>
<p>5.</p>	<p>ADMINISTRATIVE SUPPORT Provide administrative support, by</p> <ul style="list-style-type: none"> • Bookings of the Community Hall and equipment and instructing the relevant personnel to open at specific times and arrange for the issuing of booked equipment. • Render support with the booking of graves by updating the grave register. • <u>Complaint System:</u> <ul style="list-style-type: none"> ➢ receiving of complaints; ➢ register these on the system; ➢ inform the relevant department/section of the nature of the complaint; ➢ receiving confirmation that the complaint was dealt with; ➢ closing of the complaint on the system. • <u>Performing supervision duties on the Natis system:</u> <ul style="list-style-type: none"> ➢ Authorise duplicate registration certificates of motor vehicles ➢ Authorise duplicate registrations certificates of businesses ➢ Allocate TSP Numbers to Permits ➢ Introduction of a natural person ➢ Cancel Cost Entry & Payments ➢ Authorise Effective Date for Vehicle ➢ <u>Task Management System transactions:</u> <ul style="list-style-type: none"> • Application of traffic register identification no's • Application for business identification no's • Application to change particulars on vehicles • Application to move branches • Deceased Estate transactions of motor vehicles • Application for special classification of vehicles • Application for special license numbers • Application for registration of imported-, across border vehicles • Application of an administrative certification of Roadworthy • Application of merging transactions • Authorising of manual registration certificates issued before 15 June 2000 • Authorise Registration of Unlicensed Vehicles • Application to register vehicle with and without documents • Add and update Vehicle Administration Marks • Application to Re-introduced Archived Motor Vehicle ➢ counting and verifying cash amounts against receipts and completing deposit forms/ procedural documentation to facilitate the banking process ;

	<ul style="list-style-type: none"> ➤ reconciling cash deposits referring to system reports and statements and/ or responds, seeks clarity or resolves deviations in transactional information. ➤ Drawing of CD's, RD323, RE41 and RD324 reports from the Natis system to verify that all source documents were received and that transactions and fees are reconciled; ➤ Daily enquiries ➤ Manage and Safekeeping of Face Value documents received <ul style="list-style-type: none"> • Assisting the workers with various enquiries/queries by communicating with Head Office personnel, informing them of the enquiries and reverting to the worker with the necessary feedback. <p>In order to ensure administrative support are attended to promptly and professionally in accordance with customer service standards and objectives AND</p> <p>In order to ensure that Natis transactions captured are not contradictory to the National Road Traffic Act 93/1996.</p>
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Enquiries relating to the content (duties) of the post can be directed to Mrs Wilma Bekker (Manager Revenue) via email to wbekker@swellendam.gov.za

Applications, on the **official application form** with a CV, certified copies of **ALL** qualifications mentioned on the CV, Identity Document and at least one reference, must be directed to the Human Resource Manager (Mr P. Le Roux) to reach him on or before **Friday, 28 March 2025 at 16:00**. It is **compulsory** to complete the official application form in your own handwriting. Applications that do not have supporting documentation will be automatically disqualified. Applications can be submitted at the various administrative offices at Swellendam, Buffeljagsrivier, Suurbraak and Barrydale. **NO** applications by fax will be accepted. Applications (maximum 15 pages) via e-mail 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 an offence and will result in the disqualification of an application. If you do not receive correspondence within eight weeks of the closing date, you must accept that your application was unsuccessful.

HR Offices, Rhenius Street
SWELLENDAM, 6740
Tel nr: (028) 514,8500

A. VORSTER
MUNICIPAL MANAGER

(Notice HR 09/2025)