

## **SWELLENDAM MUNISIPALITEIT**

### **VAKATURE : SENIOR KLERK (KLIËNTEDIENS)**

**(Salarisskaal T6 : R 158 820 – R 206 172 per jaar)**

[ Let asb daarop dat: ](\*) **voorkeur** verleen sal word aan **kandidate met gestremdhede & (\*\*)** **kandidate wat voorheen aansoek gedoen het en steeds belangstel om vir die posisie oorweeg te word, moet nuwe aansoeke indien ]**

#### Minimum vereistes:

- Graad 12 (Matriek);
- 2-5 jaar relevante ervaring;
- Rekenaarvaardigheid – MS Office;
- Vlot in ten minste 2 van die 3 tale van die Wes-Kaap.

#### Algehele doel van die pos:

Skakelbord- en ontvangsdienste vir die munisipaliteit ; verwys besoekers na relevante departemente/afdelings ; neem- en deurgee van boodskappe, die deurskakel van oproepe na toepaslike personeel ; die oordra van algemene inligting aan die publiek ; prosessering van kliënte se navrae en klagtes ; ontvangs van klagtes en die deurgee daarvan na die betrokke departement/afdeling ; opdatering van kennisgewingbord ; versprei van telefoonrekeninge aan personeel, die verwerking daarvan vir private oproepe en indien van rekeningstaaf by die salarisafdeling (wanneer nodig) ; die besprekings van die Raadsaal; algemene kantoor administrasie.

Navrae rakende die **inhoud** van die pos kan gerig word aan mev. Janette Etzebeth (Bestuurder Administratiewe Ondersteuningsdienste) via epos aan [janettee@swellendam.gov.za](mailto:janettee@swellendam.gov.za) of telefoon (028) 514 8500.

Aansoeke, op die **amptelike aansoekvorm** [verkrygbaar op die Swellendam Munisipaliteit se webblad ([www.swellendam.gov.za](http://www.swellendam.gov.za) - tuisblad) of vanaf alle administratiewe kantore] met 'n CV , gewaarmerkte afskrifte van **ALLE** kwalifikasies wat op die CV gemeld word, Identiteitsdokument en ten minste een verwysing, moet aan die Menslike Hulpbronbestuurder (mnr P. Le Roux) gerig word om hom voor of op **Vrydag, 11 April 2025** om **16:00** te bereik. Aansoeke wat nie oor stawende dokumentasie beskik nie, sal outomaties gediskwalifiseer word. Aansoeke kan ingehandig word by die onderskeie administratiewe kantore te Swellendam, Buffeljagsrivier, Suurbrak en Barrydale. **GEEN** aansoeke per faks sal aanvaar word nie. Aansoeke (maksimum 15 bladsye) via epos kan gestuur word na [careers@swellendam.gov.za](mailto:careers@swellendam.gov.za)

Swellendam Munisipaliteit is 'n gelyke geleentheid werkgewer. Die werkgewer behou die reg voor om nie 'n aanstelling te maak nie. Gunswerwing by raadslede is 'n oortreding en sal tot diskwalifisering van 'n aansoek lei. Indien u nie binne agt weke na die sluitingsdatum terugvoer ontvang nie, moet u aanvaar dat u aansoek onsuksesvol was.

## **SWELLENDAM MUNICIPALITY**

### **VACANCY : SENIOR CLERK (CUSTOMER CARE)**

**(Salary Scale T6 : R 158 820 – R 206 172 per annum)**

[ Please note that: (\*) **preference** will be given to **candidates with a disability & (\*\*)** **candidates who previously applied and who are still interested to be considered for this position, should submit new applications]**

#### Minimum requirements:

- Grade 12 (Matric);
- 2 – 5 years relevant experience;
- Computer literacy : MS Office;
- Fluent in at least 2 of the 3 languages of the Western Cape.

#### Overall job purpose:

Performs switchboard- and reception functions for the municipality ; directing of visitors to relevant departments/sections ; taking- and relaying of messages, transferring calls to appropriate personnel; transmitting general information to the public ; processing customer queries and complaints ; receiving of complaints and relaying it through proper channels to the relevant department/section; updating of the notice board ; distribution of telephone accounts to personnel, the processing thereof for private calls and submission of cost sheet to the salary section (when needed) ; handle the bookings of the Council Chambers and general office administration .

Enquiries relating to the **content** (duties) of the post can be directed to Mrs Janette Etzebeth (Manager: Administrative Support Services) via e-mail to [janettee@swellendam.gov.za](mailto:janettee@swellendam.gov.za) or phone (028) 514 8500.

Applications, on the **official application form** [obtainable from the Swellendam Municipality webpage ([www.swellendam.gov.za](http://www.swellendam.gov.za) - homepage) or from all administrative offices] 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, 11 April 2025** at **16:00**. Applications that do not have supporting documentation will be automatically disqualified. Applications can be submitted at the various administrative offices at Swellendam, Buffeljagsrivier, Suurbrak and Barrydale. **NO** applications by fax will be accepted. Applications (maximum 15 pages) via e-mail can be sent to [careers@swellendam.gov.za](mailto: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.