



**UMASIPALA MTHONJANENI MUNICIPALITY
MUNISIPALITEIT**

Applications are invited from suitable qualified persons for the following position:

SENIOR CLERK (CUSTOMER SERVICES)

Salary notch T6: R 132 243.R 171 667.56 per annum plus normal benefits.

ESSENTIAL REQUIREMENTS:

- Grade 12
- Diploma in Accounting or equivalent
- Computer Literacy
- At least 1 year experience in Administration
- Preference will be given to candidates with admin qualification.

KEY PERFORMANCE AREAS

- Provides information to customers by verifying understanding of request; answering questions; offering assistance.
- Initiates service by recording requests; forwarding to dispatching.
- Collects revenue by receiving and recording payments.
- Resolves billing problems by identifying the problem; explaining procedures; forwarding required adjustments.
- Improves quality results by evaluating processes, recommending changes.
- Updates job knowledge by participating in educational opportunities.
- Accomplishes customer service and organization mission by completing related results as needed.

Further information can be obtained from the Human Resources officer - Tel 035 450 2082, applications consisting of a comprehensive CV, covering letter and certified copies of qualifications and ID should be submitted to: The Municipal Manager, Mthonjaneni Municipality, PO Box 11, Melmoth, 3835 or hand delivered to 41 Symmonds Street, Melmoth 3835.

**MR. Z.S. MTHETHWA
MUNICIPAL MANAGER**

No e-mailed or faxed applications will be accepted.

Should you not be contacted within a period of thirty (30) days after the closing date, your application should be deemed to have been unsuccessful. Canvassing of councillors and management will result in the disqualification of the applicant.

Closing date: **17 June 2022**