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WE HAVE EXCITING CAREER OPPORTUNITIES FOR:

SHORT-TERM CONTRACT POSITIONS:

- **CUSTOMER RELATIONS AGENT**
- **CASHIER**

APPLICATION REQUIREMENTS

- Complete the online job application form and attach all relevant and updated documents (Certified Qualification/s/Certificates, ID, and CV).
- Applicants should take note that they can be required to provide proof of original documents during the selection process.
- You will be requested to provide a brief description of your work experience relating to the vacancy.
- Applicants with membership to professional bodies need to provide a membership number and expiry date.
- If you are an internal applicant, your employee number will be required.
- Applicants are advised to use Google Chrome when applying for CoJ positions.

DISCLAIMER

- The City of Johannesburg applies the principles of employment equity as per the National legislation and policy guidelines and will consider designated groups in line with these requirements. We are an equal opportunity employer.
- By submitting your application for a position at the City of Johannesburg, you are consenting that the personal information submitted as part of your application may be used for the purposes of the Recruitment and Selection and related process.
- However, registering your CV and/or receipt and acknowledgement of any kind shall not be an indication that your application will be successful and/or lead to employment.
- The City of Johannesburg shall not be liable for any damage, loss or liability of whatsoever nature arising from your use of the job opportunity section of this website.
- The City of Johannesburg reserves the right not to make an appointment.



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CUSTOMER RELATIONS AGENTS SHORT-TERM CONTRACT POSITION (Not exceeding 12 months)

Department: Group Finance
Branch: Revenue Customer Service Centre Customer Interface
Designation: Customer Relations Agents
Salary Range: R18 365.32 pm (all-inclusive, no benefits)
Location: 61 Jorissen Street, Thuso House, Braamfontein

Minimum Requirements:

- Matric/Grade 12;
- Basic knowledge of debt collections, call center collections operations, customer service or credit management;
- Knowledge of local government will be an added advantage; and
- 2 years' experience in Customer Service Environment.

Primary Function:

To provide high level of customer Service using initiatives, creativity and innovation to resolve a minimum of 90% RSSC customer queries and rendering services to the City of Johannesburg citizens on first contact within the One Stop Customer Service Center environment. Exceeding and meeting targets set by the R & CRM Department.

Key Performance Areas:


- Continuously improving and maximizing revenue collection in addressing queries.
- Logging all queries into SAP CRM According to the set standards. Efficiently processing applications and quotations.
- Maintain sound customer relations and improving customer experience.
- Provides arrear debtors with the full process applicable to payment arrangements.
- Liaising and collaborating with other RSSC units for speedy flow of information to ensure efficiency and delivery of service to customers.
- Administration and record-keeping of all sourced and other substantive documents for perusal and auctioning by relevant stakeholders.
- Stakeholders Relations and Communications.
- Implement good governance and effective risk management systems.
- Asset and resource (material and tools management).
- Provide factual operational quality reports on the functions and performance within the area of responsibility which are accurate and complete; timely; and contributes to and supports the overall reporting requirements of the unit.

Leading Competencies:

- Basic knowledge of debt collections, call center collections, customer service or credit management, basic Accounting concepts and functions.
- Knowledge of local government will be an added advantage Basic.
- Knowledge of customer orientation.



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- Strong phone and verbal communication skills along with active listening skills.
- Computer Literacy (Microsoft Word Excel).
- Good communication Skills.
- Knowledge of SAP. Data entry Skills.

Core Competencies:

- High level confidentiality;
- Value and Integrity;
- Attention to detail and quality focused; Batho Pele Principles,
- Confidentiality;
- Decision making; and
- Conflict resolution.

“All suitably qualified candidates are encouraged to apply and will be considered. The City of Johannesburg applies the principles of employment equity as per National legislation and policy guidelines and will consider designated groups in line with these requirements. Preference will be given to previously disadvantaged groups including those with disabilities. Appointments will be made in accordance with the approved Employment Equity Plan to promote its equitable representation in terms of race, gender and disability.”

Please take note that only online applications will be considered. Please apply by using the following link below:

<https://share-eu1.hsforms.com/18MCtPw7gTzme6qeQLkiCjwew554>

APPLY ONLINE VIA THIS LINK: www.joburg.org.za

ENQUIRIES ONLY:

Contact Person: Brenda Mabuza

Tel No: 011 021 4701

CLOSING DATE: WEDNESDAY, 25 JUNE 2025

Applicants are respectfully informed that, if no notification of appointment/response is received within six (6) weeks of the closing date, they must accept that their application was unsuccessful. By submitting your application for a position at the City of Johannesburg, you are consenting that the personal information submitted as part of your application may be used for the purposes of the Recruitment and Selection and related process. In terms of the Talent Acquisition Policy of the City of Johannesburg, you hereby consent to the following risk checks should your application be shortlisted:

- Credit Record,
- CV validation and
- Employment record verification,
- Criminal check, and
- Identity validation.



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CASHIER SHORT-TERM CONTRACT POSITION (Not exceeding 12 months)

Department: Group Finance
Branch: Customer Relations Services Centre Customer Service Centre
Designation: Cashier
Remuneration: R11 645.32 pm (all-inclusive, no benefits)
Location: 61 Jorissen Street, Thuso House, Braamfontein

Minimum Requirements:

- Grade 10/NQF level 2;
- 6 months relevant experience within the cash collection environment.

Primary Function:

To process and accept of all cash, cheques and don't do cheques debit and credit cards within the Customer Services Centre.

Key Performance Areas:

- Provide input into the development, review and update of policies, standard operating procedure and by -laws, pertaining to Customer Service Centre and more specially the Billing to enable the achievement of the strategic objectives of Customer Service Centre. Cash collection, customer service, transaction accuracy, operational efficiency.

Leading Competencies:

- Teamwork.
- Professionalism
- Confidentiality.
- Attention to detail and Integrity

Core Competencies:

- Customer Relation Management;
- Communications Skills
- Protocols, Legislation, and standards.

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