



ILEMBE DISTRICT MUNICIPALITY ILEMBE UMASIPALA WESIFUNDA

Ilembe District Municipality is strategically positioned for Developmental and Economic potential in KZN. The Municipality subscribes to the principles of equal employment opportunities as contemplated in the Employment Equity Act: 55 of 1998

TECHNICAL SERVICES DEPARTMENT

CALL CENTRE OPERATOR

Level 10: (R119 380.31 – R136 515.20) P.A.

Requirements:

- A valid grade 12 certificate
- 2-3 years relevant office administration experience
- Computer Literacy (Office Applications)
- Good public relations
- Ability to handle a 24 hour Call Centre is essential

Responsibilities:

- Handling of telephonic queries/ complaints within the iLembe District region
- Completion of job cards for onward transmission to the respective Foreman
- Performing general administrative functions
- The incumbent will be required to work on a shift rotation

BENEFITS: 13th Cheque; generous leave; subsidised pension; medical aid, Additional Provident Fund and home ownership scheme subject to certain conditions. Please forward your application, together with your detailed CV and certified copies of your educational certificates to:

The Municipal Manager; iLembe District Municipality; P O Box 1788; KwaDukuza, 4450.

All technical enquiries are to be directed to the **Manager WSP Mr E. Bhengu on Telephone (032) 551 8761**, and all administrative enquiries are to be directed to **Manager HR, Ms SS Ngiba on (032) 437 9348/9524**. The closing date for the submission is **24 February 2012 @ 16h00**. **Please note:** Incomplete, faxed and emailed applications and applications received after closing date **WILL NOT** be considered. Should you not be contacted by this office within three (3) months of the closing date, kindly consider that your application was not successful.



MD NEWTON
MUNICIPAL MANAGER