



**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

**INTERNAL & EXTERNAL VACANCY
DEPARTMENT OF TECHNICAL SERVICES**

**CALL CENTRE (SUPERVISOR)
TASK GRADE 07 (R180 079.29 – R233 752.23) P.A**

REQUIREMENTS:

- Diploma in Public Relations Management;
- 2 – 3 years' experience as call center supervisor
- Computer Literacy and proficiency in MS Office and call center equipment/software programs
- Solid understanding of reporting and budgeting procedures
- Outstanding communication and interpersonal skills
- Excellent leadership skills with a problem-solving ability
- Valid Driver's License.
- Be able to work under pressure and long hours as and when required

COMPETENCIES:

- Knowledge of legislations, policies, programs and guidelines water and sanitation
- Good track record of working relationship with spheres of government and the community
- Good communication and presentation skills
- Think Critically
- Make Sound and Swift Decisions
- Leadership
- Ability to Solve Problems
- Fluency in English and isiZulu

RESPONSIBILITIES:

- To provide supervision to a 24-hour Call Centre by monitoring the day to day operation of the Call Centre, to ensure a smooth operation of the Call Centre and to avoid water supply disruptions
- Planning and management of leave for Call Centre Personnel
- Updating the shift roster for the Call Centre
- Collect and analyze call-center statistics
- Coach and provide training to personnel to maintain high customer service standards
- Monitor and improve telephone handling and other procedures
- Prepare and submit reports in relation to the Call Centre activities
- Compiling of prepaid meters Monthly report and submit to Manager: Revenue
- Permitted decisions relating to the daily operation of the Call Centre.

BENEFITS: 13th Cheque, Generous Leave, subsidised pension, medical aid, additional provident fund and home ownership scheme subject to certain conditions.

Kindly forward your application letter together with your detailed Curriculum Vitae and **certified copies** of your qualifications, ID and valid driver's licence to: The Municipal Manager: iLembe District Municipality, P. O. Box 1788, KwaDukuza, 4450 or hand deliver at iLembe House, 59/61 Mahatma Gandhi Street, KwaDukuza.

All administrative enquiries are to be directed to **Manager Human Resources: Mr. GM Nzuza on (032) 437 9348/9524**. The closing date for the submission is **30 June 2023 @ 12h00**. **Please note:** Incomplete, faxed, 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. Application forms are available on the Ilembe District Municipal Website www.ilembe.gov.za or at iLembe House, 59/61 Mahatma Gandhi Street, KwaDukuza.

SD MBHELE
MUNICIPAL MANAGER