



*Umzinyathi District Municipality an equal opportunity employer, with its head office based in Dundee, hereby invites suitably qualified persons to apply for the following position:*

**CALL CENTRE OPERATOR**  
**2 POSTS**  
**EXTERNAL**

**REFERENCE** : 4/R/2020/07/06  
**DEPARTMENT** : COMMUNITY SERVICES

**SALARY** : **Post Level B3: (R205 496.00 TO R240 536.00) per annum**  
**FRINGE BENEFITS** : Include inter alia, 13<sup>th</sup> cheque, pension fund, medical aid scheme, car Allowance, Cell phone allowance and housing allowances).

**REQUIREMENTS: REQUIREMENTS:** The incumbent must have a Matric/ Grade 12, Diploma in Management Assistant, Office Management and Technology or equivalent qualification related in the field. Minimum of 1-2 years' experience in the field. Computer literacy, fluency in isiZulu and English and a driver's license are some of the requirements.

***FUNCTIONS/KEY RESPONSIBILITIES***

- ❖ Obtains client information by answering telephone calls, interviewing clients and verifying information.
- ❖ Determining eligibility by comparing client information to requirements
- ❖ Informs clients by explaining procedures, answering questions and providing information.
- ❖ Maintains communication equipment by reporting problem
- ❖ Answering customer queries
- ❖ Receiving orders
- ❖ Handle general questions and complaints
- ❖ Recording reports of technical faults
- ❖ Basic administrative duties during periods of low call volume
- ❖

**Knowledge and Skills**

- ❖ Team player
- ❖ Patience
- ❖ Good communication
- ❖ Customer Service
- ❖ Interpersonal Skill
- ❖ Data entry skill
- ❖ Attention to detail
- ❖ Customer services



PRINCESS MAGOGO BUILDING, 39 Victoria Street, Dundee 3000, Tel: 034 219 1500, Fax: 034 218 1940  
e-mail:rc3@umzinyathi.gov.za

- ❖ Listening skill
- ❖ professionalism

*Written applications together with a comprehensive Curriculum Vitae and certified copies of qualifications, driver's licence and identity document must be forwarded to:*

**THE HUMAN RESOURCES MANAGER  
MR GS VILAKAZI  
UMZINYATHI DISTRICT MUNICIPALITY  
P O BOX 1965  
DUNDEE  
3000**

The closing date for applications will be Friday **24 JULY 2020 AT 15H00.**

*Umzinyathi District Municipality is an equal opportunity and encourages applications from women and people living with disabilities and effectively implement affirmative active and employment equity plan*

If not contacted within 60 days from the closing date, kindly regard your application as being unsuccessful.

***No faxed or emailed application will be accepted.***

\_\_\_\_\_  
**MR LH MTHEMBU  
MUNICIPAL MANAGER**

**DATE:** \_\_\_\_\_