V A C A N C Y

Customer Services Practitioner

Reference: PPSA 02/02/2023

Location: Pretoria, Head Office

Remuneration: R331 188.00 per annum plus benefits

Requirements:

Three (3) years relevant tertiary qualification at NQF level 6 in Business or Public Administration/ Public Management/ Public Relations or equivalent qualification in a related field • A minimum of 3 years relevant experience in Customer Service/Care. Computer literacy and a valid driver's licence are essential.

Competencies, skills and knowledge:

Knowledge and understanding of Public Protector Act and all relevant legislation and regulations that govern the Public Administration • Knowledge of reporting procedures • This position requires an individual who is professional, objective, neutral, and attentive to detail • Knowledge of administrative processes and procedures • Strong communication skills • Dispute resolution skills • Client orientation and customer focus, Results-driven • Personable with excellent verbal and written communication skills • Strong interpersonal and relationship building skills • Ability to maintain a high level of confidentiality •

Key responsibilities:

To assist in managing customer enquiries in the PPSA. Render administrative support relating to Customer Services • Ensure adherence to service standards and charter for enquires related to customer services management • Attend to all customer service queries • Process all Customer Service telephone, email and walk-ins enquiries received • Consultation with all walk in complainants • Coordinate programmes, plans, schedule of Customer Service Training • Assist in preparing training material on Customer Service • Information Management as it relates to the customer services within the unit. Produce Customer Service weekly, monthly and quarterly statistical reports • Assist in facilitating, arranging all travel arrangements related to Customer Service • Assist in the management of projects pertaining to customer services•

Enquiries: Ms. P Moota - tel. (012) 366 7020

Note: All appointments will be done in terms of the Public Protector Act and a 12 month probation period. The successful candidates will be expected to sign the secrecy declaration form and performance agreement within 3 months of accepting the position.

All successful candidates will have to undergo security clearance and vetting, and competency assessments may be conducted.

The office reserves the right not to fill the vacancy. Correspondences will be limited to the short-listed candidates. Should you not be contacted within 3 months, please consider your application to be unsuccessful.

Applications must be accompanied by a covering letter with a detailed CV and 3 references and including certified copies of qualifications and ID document. The Public Protector South Africa is an equal opportunity, affirmative action employer and is committed to the achievement and maintenance of representivity (race, gender and disability).

Preference will be given to the candidates whose appointment or promotion meets the requirements for Employment Equity representivity in the Office.

People with Disabilities, Coloured, Indians and Females will be given preference.

Please direct your application, stating the relevant reference number as follows:

Attention of Ms. P Moota by email to Applications@pprotect.org

Closing date: 24 February 2023