

V A C A N C Y

Registry Clerk

Reference: PPSA 20/01/2022, Location: Head Office, Pretoria

Basic Salary: R176, 310.00 per annum plus benefits

Requirements:

A three-year qualification (NQF Level 6) in Public Administration/Public Management/Office Management or any three-year administration related qualification • A minimum of 1 year experience in Registry or completed Internship/Learnership in Registry or equivalent • Knowledge of filling of documents, storage and retrieval procedures in terms of the working environment • Understanding of how Registry functions • Proficiency in Microsoft Office is essential.

Competencies and Skills:

Good verbal and writing skills. Ability to work independently and in a team • Ability to work under pressure • Demonstrating ability to relate with colleagues, internal and external customers • Reliable and hardworking • Accuracy • Ethical conduct • Attention to detail • Ability to maintain a high level of confidentiality • Professionalism • Good Customer Service skills • Ability to meet deadlines and work under pressure • Ability to maintain a high level of confidentiality.

Key responsibilities and duties:

The successful candidate will be responsible for opening and registering mail • Receive and register new complaints received by email, fax and walk-in complaints • Reading the content of the complaint to understand the details of the matter for registering in the system according to individual matters • (National and Provinces) • Scanning and registering complaints manually and electronically • Typing of acknowledgement letters for complainants • Capturing of all new complaints • Manual and electronic allocation of numbers to newly opened files • Dispatching all new files for allocation • Receive, sort and register all finalised files for shared drive and filing • Receive, sort and register all incoming correspondence • Distribute correspondence or files • Answer incoming calls from new & old complainants (Customer Service) • Ensure that all registry information is accounted for and tracked • Ensure compliance with records management policy and procedure.

Enquiries: Ms L Motlhabi, tel 012 366 7103 or Applications@pprotect.org

Note: All appointments will be done in terms of the Public Protector Act and a 12 month probation period which may be extended to 18 months will be applicable. The successful candidates will be expected to sign the secrecy declaration form and a performance agreement within 2 months of accepting the position.

A successful candidate will have to undergo security clearance, vetting and practical assessments may be conducted.

The Public Protector South Africa reserves the right not to fill the vacancies.

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Applications must be accompanied by a covering letter with a detailed CV, 3 contactable references, recently certified (within 6 months) copies of qualifications (matric certificates, certificates of qualifications), a valid Driver's License(where required) and ID document.

Applications not complying with the above will be disqualified.

Correspondences will be limited to the short-listed candidates. Should you not be contacted within 2 months, please consider your application to be unsuccessful.

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 Institution.

People with disabilities and Males (All races) will be given preference.

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

For the attention of **Ms L Motlhabi** by email to **Applications@pprotect.org**

Please quote the reference number and position applying for on the email subject line.

CLOSING DATE: 21 JANUARY 2022, 16:30