



- POST** : **CHIEF PERSONNEL OFFICER: CUSTOMER CARE UNIT x 10 POSTS (REF. EDU161/2017)**
- SALARY** : **R262 272 – R308 943 per annum (Level 8)**
- CENTRE** : **Head Office – Zwelitsha**
- REQUIREMENTS** : B-degree (NQF level 7), or National Diploma (NQF level 6) or qualification in relevant area • 4 years' appropriate experience of which at least 2 years at a supervisory level • PERSAL User proficiency. Proficiency in the MS Office Package (Word, PowerPoint, Excel and Outlook) • Knowledge and application of Batho Pele Principles. Proven ability to resolve problems independently. Proven ability to work under taxing circumstances. Ability to simultaneously navigate various electronic platforms to resolve queries. Well-developed interpersonal communication (both verbal and written) skills.  
**Note:** A qualification in Customer Care / Communication related area will be advantageous. Background in a Call Centre environment will be an added advantage.
- DUTIES** : Resolve human resource management related calls logged by departmental employees with the Call Centre on all matters related to the appointment and administration of service benefits of employees appointed in terms of the Employment of Educators Act, 1998 and the Public Service Act, 1994. Escalate complex queries, logged with the Call Centre, to the back office. Monitor the status of escalated queries and provide regular feedback to "clients". Monitor changes in the regulatory and policy domain and provide input to amend the Frequently Asked Questions Response Log accordingly. Assist with the analysis of calls logged by employees and assist with the development of mechanisms to resolve identified trends.
- POST** : **STATE ACCOUNTANT: CUSTOMER CARE UNIT X 4 POSTS REF. EDU162/2017**
- SALARY** : **R211 194 – R248 781 per annum**
- SALARY LEVEL** : **7**
- CENTRE** : **Head Office – Zwelitsha**
- REQUIREMENTS** : B-degree (NQF level 7), National Diploma (NQF level 6) or equivalent qualification in relevant area • 2 years' appropriate experience in the public finance and supply chain management field. BAS and/or LOGIS proficiency. Proficiency in the MS Office Package (Word, PowerPoint, Excel and Outlook). Proven ability to resolve problems independently. Proven ability to work under taxing circumstances. Ability to simultaneously navigate various electronic platforms to resolve queries. Well-developed interpersonal communication (both verbal and written) skills.  
**Note:** A qualification in Customer Care / Communication related area will be advantageous. Background in a Call Centre environment will be an added advantage.



**DUTIES** : Resolve queries related to the payment for services rendered to the Department and salary related queries logged by employees with the Call Centre. Provide general information to clients on supply chain management processes. Escalate complex queries, logged with the Call Centre, to the back office. Monitor the status of escalated queries and provide regular feedback to “clients”. Monitor changes in the regulatory and policy domain and provide input to amend the Frequently Asked Questions Response Log accordingly. Assist with the analysis of calls logged by clients and employees and assist with the development of mechanisms to resolve identified trends.

**POST** : **ADMINISTRATIVE OFFICER: CUSTOMER CARE UNIT X 3 POSTS Ref. EDU0163/2017)**

**SALARY RANGE** : **R 211 914 – R248 781 per annum**

**SALARY LEVEL** : **7**

**CENTRE** : **Head Office – Zwelitsha**

**REQUIREMENTS** : B-degree (NQF level 7), National Diploma (NQF level 6) or equivalent qualification in a related field • 2 years’ experience in an administration environment. Proficiency in the MS Office Package (Word, PowerPoint, Excel and Outlook). Knowledge and application of Batho Pele Principles. Proven ability to resolve problems independently. Proven ability to work under taxing circumstances. Ability to simultaneously navigate various electronic platforms to resolve queries. Well-developed interpersonal communication (both verbal and written) skills.  
**Note:** A qualification in Customer Care / Communication related area will be advantageous. Background in a Call Centre environment will be an added advantage.

**DUTIES** : Resolve queries related to admission requirements for learners, subject offerings at schools, infrastructure problems and general educational issues logged by clients with the General Desk. Escalate complex queries, logged with the Call Centre, to the back office. Monitor the status of escalated queries and provide regular feedback to “clients”. Monitor changes in the policy/operational domain and provide input to amend the Frequently Asked Questions Response Log accordingly. Assist with the analysis of calls logged by clients and employees and assist with the development of mechanisms to resolve identified trends. Assist with the resolving of queries logged with the Presidential Hotline.

**POST** : **ADMINISTRATIVE CLERK: CUSTOMER CARE UNIT (Ref. EDU0164/2017)**

**SALARY RANGE** : **R142 461 – R167 814 per annum**

**SALARY LEVEL** : **5**

**CENTRE** : **Head Office – Zwelitsha**

**REQUIREMENTS** : Grade 12 or equivalent NQF level 4 qualification. Computer





literacy (MS Word, Excel, PowerPoint and Outlook). Relevant experience will be advantageous, especially within the call centre environment. Good verbal and written communication skills. Good customer care skills and interpersonal relations. Knowledge of Batho Pele Principles.

**DUTIES** : Render administrative support services within the Customer Care Unit. Coordinate the procurement of consumables for the Call Centre inclusive of stores. Coordinate processes to ensure the maintenance of the Call Centre's infrastructure and operating systems. Provide administrative support in relation to the administration of leave and other service benefits for staff members employees at the Call Centre. Maintain the Call Centre's general information databases and document management system. Administratively process payments for goods and services rendered to the Call Centre.

**POST** : **CHIEF PERSONNEL OFFICER: PERSAL RESTORATION X 4 POSTS (ONE-YEAR CONTRACT POSTS) REF. EDU165/2017)**

**SALARY RANGE** : **R262 272 – R308 943 per annum**

**SALARY LEVEL** : **8**

**CENTRE** : **Head Office – Zwelitsha (Persal Record Restoration Project)**

**REQUIREMENTS** : B-degree (NQF level 7) or National Diploma (NQF level 6) qualification in Human Resource Management or Public Administration • 5 years' relevant experience in the HRM environment. • PERSAL User proficiency. Proficiency in the MS Office Package (Word, PowerPoint, Excel and Outlook) • Proven ability to resolve problems independently. Proven ability to work under taxing circumstances.

**DUTIES** : Supervise the work of data capturers responsible for the updating of employee biographical data on PERSAL. Quality assure the employee information files created on PERSAL as part of the restoration project. Facilitate processes to obtain SAQA verification for employee qualification certificates submitted. Supervise data capturing procedures inclusive of maintaining high production levels.

**POST** : **HUMAN RESOURCE CLERK: PERSAL RESTORATION X 20 POSTS (ONE-YEAR CONTRACT POSTS) (REF. EDU0166/2017)**

**SALARY RANGE** : **R142 461 – R167 814 per annum**

**SALARY LEVEL** : **5**

**CENTRE** : **Head Office – Zwelitsha**

**REQUIREMENTS** : Grade 12 or equivalent NQF level 4 qualification. Computer literacy (MS Word, Excel). Relevant PERSAL experience will be advantageous.



**DUTIES**

- : Capture in line with system standards verified biographical data of employees on the PERSAL system. Prepare input sheets for the data capturing process.

**NOTE**

- : **Applications must be submitted on a Z83 form, obtainable from any Public Service department or on the Internet at <http://www.info.gov.za/documents/forms/employ.pdf> which must be signed (an unsigned Z83 form will disqualify an application) and should be accompanied by a recently updated, comprehensive CV as well as certified copies of all qualification(s) (Matric Certificate must also be attached) and ID and driver's licence (where applicable). Non-RSA Citizens/Permanent Resident Permit Holders must attach a copy of his/her Permanent Residence Permit to his/her application. Should you be in possession of a foreign qualification, it must be accompanied by an evaluation certificate from the South African Qualifications Authority (SAQA). Failure to submit all the requested documents will result in the application not being considered. Correspondence will be limited to short-listed candidates only. If you have not been contacted within three (3) months of the closing date of this advertisement, please accept that your application was unsuccessful. Suitable candidates will be subjected to a personnel suitability check (criminal record check, citizenship verification, financial/asset record check, qualification/study verification and previous employment verification). SMS applicants will be subjected to a technical exercise and undergo competency assessments. Successful candidates will also be subjected to security clearance processes. Where applicable, candidates will be subjected to a skills/knowledge test. Successful candidates will be appointed on a probation period of twelve (12) months. The Department reserves the right not to make appointment(s) to the advertised post(s). Persons with disability are encouraged to apply. Applications received after closing date will not be considered. No faxed applications will be accepted.**

Please forward your application quoting the relevant reference number for the attention of Chief Director: Human Resource Management and Development, Department of Education, Private Bag X0032, Bisho 5605; or deliver by hand at the Department of Education, Human Resource Administration, Floor 4, Steve Vukile Tshwete Complex, Zone 6, Zwelitsha. Enquiries can be directed to: Mrs NT Sipahlanga (040-6084064) / Mr. TK. Dimbaza (040-6084548)

**CLOSING DATE**

- : 31 March 2017