

Overstrand Municipality, an equal opportunity employer, strives to render a dynamic and effective service to the community. Competent and self-motivated candidates and candidates from designated groups who enjoy challenges are invited to join our leading team by applying for the following post:



Contact Centre Operator

DIRECTORATE

Corporate Services

DEPARTMENT

Customer Relations
Management

REFERENCE NUMBER

WC0322978

SALARY

Basic: R221 676 p.a.
Cellphone Allowance

CLOSING DATE

28 October 2026

EMPLOYMENT TYPE

Permanent

PLACE OF WORK

Hermanus

Requirements:

- Grade 12
- Computer Literacy: MS Office
- Valid Code B Driver's License
- Two – Five (2-5) years relevant experience
- Communication skills in at least two of the three official languages of the Western Cape.

Key Performance Areas:

- Respond to all customer service requests for all areas of business (Finance, Community Services; Planning and Development; Infrastructure Services, Public Safety; Corporate Services) received across all customer contact platforms (for example: Telephone; Citizen App, E-mail, Web), in an efficient and professional manner.
- Manage the process to resolve customer services requests routed to other service departments.
- Dispatch operational personnel in case of emergency service requests.

Minimum competency framework:

As are provided for in the Local Government: Municipal Staff Regulations

<u>Core Professional Competences:</u> - Written Communication - Oral Communication - Attention to Detail - Influencing - Ethics and Professionalism - Organisational Awareness - Problem Solving Planning and Organising	<u>Functional Competencies:</u> - Business Processes - Use of Technology - Data Processing & Analysis Ability
<u>Public Service Orientation Competencies:</u> - Interpersonal Relationships - Communication - Service Delivery Orientation - Client Orientation and Customer Focus	<u>Personal Competencies:</u> - Action Orientation - Resilience - Change Readiness - Cognitive ability - Learning Orientation

<u>Management /Leadership Competencies:</u>
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| <ul style="list-style-type: none">- Impact and Influence- Team Orientation- Direction Setting- Coaching and Mentoring |
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Special Conditions:

- The candidate will be required to work shifts (Office Hours, after hours and weekends)
- The duties listed in this job description are not exhaustive, and the employer is entitled to instruct the employee at any time to carry out additional duties or responsibilities which fall reasonably within the ambit of the job description, or in accordance with operational requirements.

How to Apply:

Apply online:

External candidates:

www.overstrand.gov.za

- Original qualifications must be available on request.
- All fully completed and signed application forms must be accompanied by a cover letter, comprehensive CV, copy of ID, valid driver's license (if required) and academic qualifications.
- Applications not made on a prescribed application form (available via the online link) will not be accepted.
- Shortlisted candidates will be subjected to a qualification verification, a reference check and where necessary, undergo screening and vetting.
- Successful candidates will be required to sign an employment contract, where applicable, a performance agreement and disclosure of benefits and interest.
- Applications/ supporting documents larger **than 25MB** will not be accepted.

Please Note: Further communication will be limited to shortlisted candidates. If you do not receive feedback within six weeks of the closing date, please consider your application unsuccessful. For further information please contact Mr. Angelo Mitchell on 028 313 8971. **The Council reserves the right not to make an appointment.**

In addition to the above-mentioned salary, this position offers competitive benefits which include a 13th cheque, medical aid- and pension fund contributions, housing subsidy/allowance and relocation costs under certain conditions.