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WE HAVE AN EXCITING CAREER OPPORTUNITY FOR:

**SHORT-TERM CONTRACT POSITION**  
**Customer Relations Agent**

**APPLICATION REQUIREMENTS**

- Complete the online job application form and attach all relevant and updated documents (Certified Qualification/s/Certificates, ID, and CV).
- Applicants should take note that they can be required to provide proof of original documents during the selection process.
- You will be requested to provide a brief description of your work experience relating to the vacancy.
- Applicants with membership in professional bodies need to provide a membership number and expiry date.
- If you are an internal applicant, your employee number will be required.
- Applicants are advised to use Google Chrome when applying for CoJ positions.

**DISCLAIMER**

- We are an equal opportunity employer.
- By submitting your application for a position at the City of Johannesburg, you are consenting that the personal information submitted as part of your application may be used for the purposes of the Recruitment and Selection and related process.
- However, registering your CV and/or receipt and acknowledgement of any kind shall not be an indication that your application will be successful and/or lead to employment.
- The City of Johannesburg shall not be liable for any damage, loss or liability of whatsoever nature arising from your use of the job opportunity section of this website.
- The City of Johannesburg reserves the right not to make an appointment.



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## CUSTOMER RELATIONS AGENT SHORT-TERM CONTRACT POSITION (Not exceeding 12 months)

<b><u>Department:</u></b>	Group Finance
<b><u>Branch:</u></b>	<b>Customer Services Centre</b>
<b><u>Designation:</u></b>	<b>Customer Relations Agent</b>
<b><u>Salary Range:</u></b>	R28 315,59 pm (basic salary, excluding benefits)
<b><u>Location:</u></b>	Various Regions

### **Minimum Requirements:**

- Grade 12 certificate;
- Relevant National Diploma at NQF level 6;
- 1 – 3 years' experience in a Customer Service environment.

### **Primary Function:**


**Consistently exceeded RSSC departmental targets by resolving over 90% of citizen queries on first contact within a One-Stop Customer Service environment. Leveraged creative problem-solving and innovative initiatives to streamline the walk-in experience, directly enhancing municipal revenue collection and overall public satisfaction.**

### **Key Performance Areas:**

- Maintain high levels of account integrity and ensure all customer requests are processed promptly and professionally;
- Ensure outstanding customer service excellence by maintaining strong work ethics and standards by accurately logging all queries into SAP CRM according to set standards;
- Efficiently processing applications and quotations;
- Maintain sound customer relations and improve customer experience;
- Provides arrear debtors with the full process applicable to payment arrangements;
- Liaising and collaborating with other RSSC sub-units for the speedy flow of information to ensure efficiency and delivery of service to customers;
- Maintain accurate records of all sourced documents, facilitating timely review and execution by relevant departments ;
- Effectively build, manage and maintain Stakeholder Relations with internal business units, entities, management and peers to enable smooth collaborations and flow of information;
- Implement good governance and effective risk management systems;
- Safeguard and maintain the proper use of all assets within the area of work;
- Provide factual operational quality reports on the functions and performance within the area of responsibility, which are accurate and complete, timely, and contribute to and support the overall reporting requirements of the unit.



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### **Leading Competencies:**

- Outstanding phone and verbal communication skills along with active listening skills;
- Proficiency within a range of IT packages and services, including MS Office;
- Good communication and active listening skills;
- Ability to adapt quickly in a fast-paced, fun and dynamic environment;
- Good numerical skills and able to use math efficiently to solve customer queries;
- Strong relationship-building skills;
- General knowledge and understanding of Municipal policies and procedures in relation to Revenue Services;
- Problem-solving and analytical capability;
- Collaborative team player with a proven ability to work productively across diverse groups and navigate various personality types to achieve shared goals.

### **Core Competencies:**

- Basic knowledge of debt collection, call centre collection, customer services or credit management, basic accounting concepts and functions;
- Knowledge of local government will be an added advantage;
- Knowledge of customer satisfaction.
- Attention to detail;
- Batho Pele Principles,
- Confidentiality;
- Decision making; and
- Conflict resolution.

***“All suitably qualified candidates are encouraged to apply and will be considered. The City of Johannesburg applies the principles of employment equity as per National legislation and policy guidelines and will consider designated groups in line with these requirements. Preference will be given to previously disadvantaged groups, including those with disabilities. Appointments will be made in accordance with the approved Employment Equity Plan to promote its equitable representation in terms of race, gender and disability.”***

**Please take note that only online applications will be considered. Please apply by using the following link below:**

<https://share.hsforms.com/12fjPnK5hTieaqmLvvcnkA469tI>

**APPLY ONLINE VIA THIS LINK: [www.joburg.org.za](http://www.joburg.org.za)**

### **ENQUIRIES ONLY:**

**Contact Person:** Tshepiso Nemaangani

**Tel No:** 011 021 3800

**CLOSING DATE: THURSDAY, 12 FEBRUARY 2026**



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Applicants are respectfully informed that, if no notification of appointment/response is received within six (6) weeks of the closing date, they must accept that their application was unsuccessful. By submitting your application for a position at the City of Johannesburg, you are consenting that the personal information submitted as part of your application may be used for the purposes of the Recruitment and Selection and related process. In terms of the Talent Acquisition Policy of the City of Johannesburg, you hereby consent to the following risk checks should your application be shortlisted:

- Credit Record,
- CV validation and
- Employment record verification,
- Criminal check, and
- Identity validation.