



DEPARTMENT OF WATER AND SANITATION

- APPLICATIONS** : Centre: Head Office (Pretoria) Please forward your applications quoting the relevant reference number to the Department of Water and Sanitation, Private Bag X350, Pretoria, 0001 or hand deliver to Continental Building, Corner of Visagie and Bosman Street, Pretoria. For attention: Ms LI Mabole.
- CLOSING DATE** : 06 July 2018 TIME: 16h00
- POST** : **ASSISTANT DIRECTOR: CUSTOMER RELATIONS MANAGEMENT REF NO: 060718/17**
- CD** : **REVENUE MANAGEMENT (WTE)**
- SALARY** : **R334 545 per annum, (Level 09)**
- CENTRE** : **Head Office Pretoria**
- REQUIREMENTS** : A National Diploma or Degree in Finance Management with Accounting III as a major subject. Three (3) to five (5) years' experience in Financial Management at supervisory level. A valid drivers' licence (Certified copy must be attached). Knowledge of International Financial Reporting Standards. Knowledge and understanding of the Public Finance Management Act (PFMA), National Water Act, Treasury Regulations and the application of International Financial Reporting Standards applicable to Revenue and S.A Generally Accepted Accounting Practice (GAAP). Working experience of an Enterprise Resource Planning (ERP) system with preference for SAP. Knowledge and understanding on Human Resource Management legislation, policies, practices and procedures. Understanding of Public Service Anti-Corruption Strategy and fraud prevention measures. Knowledge and experience of administrative procedures and systems. Ability to keep abreast with commercial Laws. Understanding and application of Departmental policies and procedures. Framework for managing performance information. Business strategy transaction and alignment. Good problem solving skills, people diversity management, client orientation and customer focus skills. Good verbal and written communication skills and the ability to work with people. Ability to work under pressure and meet strict deadlines. The incumbent will be expected to travel to Regional/Cluster offices when required.
- DUTIES** : Implement and monitor billing, debt management and Customer Relations Management policies, strategies and procedure. Conduct follow-ups on billed water users to ensure that they are billed regularly and accurately. Ensure invoices and statements are forwarded to customers timorously. Provide support to Deputy Director: Customer Relations Management. Assist with ensuring customers' accounts are paid on time. Assist with reduction of outstanding debt by clearing all obstacles which prevent customers from paying their accounts. Ensure payments are allocated to customers promptly. Ensure the suspense account is cleared regularly and investigate all old un-cleared amounts. Provide support to the Regional/Cluster offices by proving training when necessary. Make sure those customers queries are attended to promptly. Management of staff.
- ENQUIRIES** : **Mr M. Mothebe, Tel: (012)336 8954**