



water & sanitation

Department:
Water and Sanitation
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF WATER AND SANITATION

- APPLICATIONS** : Eastern Cape (East London): Please forward your applications quoting the relevant reference number to Private bag X 7485, King Williams Town, 5600 or hand deliver at the No. 2 Hargreaves Avenue, King William's Town 5600. For attention: Ms T Solwandle 043 604 5476.
- ENQUIRIES** : Ms. N Ndaki, Tel: 043 701 0376.
- CENTRE** : King William's Town
- CLOSING DATE** : 22 March 2019 TIME: 16h00
- POST** : RECEPTIONIST/TELECOM OPERATOR REF NO: 220319/14
- SALARY** : R 163 563 per annum, (Level 05)
- REQUIREMENTS** : Grade 12 certificate. One (1) – two (2) years relevant experience. Administrative and clerical procedure. Professionalism and strong communication skills as well as interpersonal skills. Ability to learn the department's service delivery components and operate switchboard. Computer literacy is essential. Sound knowledge of MS office (Ms Word, Ms Excel, Power Point and Internet Explorer & provide proof thereof). Ability to take initiative and work independently. Ability to organise and prioritise work. Telephone etiquette. People and Diversity Management. Client orientation and customer focus. Accountability and Ethical conduct. Ability to communicate in English, Xhosa and Afrikaans.
- DUTIES** : Operating the switchboard by answering incoming and handling outgoing calls. Ensuring that customers are referred promptly and correctly. Taking down messages and administering the correct distribution thereof. The receiving of visitors and direct them to the relevant managers. Welcome the visitors and determine the nature of the business. Host the inbound and outbound incoming calls and direct them to relevant managers. Attend all enquiries coming from Receptionist desk. Answer incoming calls and direct them to relevant managers. Supply basic information to customers regarding the Department's services. Keep reception area clean and tidy. Receive guests and / or visitors. Updating and distributing the internal telephone directory and keeping database of other important contact numbers. Responsible for fault reporting on Telephone Management System to monitor telephone costs, including printing of reports and verifying information.