



water & sanitation

Department:
Water and Sanitation
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF WATER AND SANITATION

CLOSING DATE: 26 April 2022

Note: Interested applicants must submit their applications for employment to the address specified on each post. Applications must be submitted using the newly implemented Z83 form obtainable on the Department of Water and Sanitation website, under career opportunities or the DPSA website, under vacancies in the Public Service (point 4) and should be accompanied by a comprehensive CV as well as copies of qualifications, identity document and a valid driver's license (where applicable) which need not be certified when applying for a post. Original/certified copies must be produced only by shortlisted candidates during the interview date. All required information on form Z83 must be provided. Failure to complete or disclose all required information will automatically disqualify the applicant. No late applications will be accepted. A SAQA evaluation certificate must accompany foreign qualification/s. Applications that do not comply with the above-mentioned requirements will not be considered. *All shortlisted candidates pertaining to Senior Management Services (SMS) posts will be subjected to a technical and competency assessment and a pre-entry certificate obtained from the National School of government is required prior to the appointment. (Individuals who have completed the course already, and who are therefore in possession of a certificate are welcome to submit such, however, it is not required that an applicant submit such when applying for the post prior to the closing date. The link for the completion of the course for the certificate for the pre-entry into SMS can be found on <http://www.thensg.gov.za/training-course/sms-pre-entry-programme/>. Candidates will be required to complete a financial disclosure form and undergo a security clearance. Foreigners or dual citizenship holders must provide a police clearance certificate from country of origin. The Department of Water Sanitation is an equal opportunity employer. In the filling of vacant posts, the objectives of section 195 (1) (i) of the Constitution of South Africa, 1996 (Act No: 108 of 1996) the Employment Equity imperatives as defined by the Employment Equity Act, 1998 (Act No: 55 of 1998) and relevant Human Resources policies of the Department will be taken into consideration. Correspondence will be limited to short-listed candidates only. If you do not hear from us within two (2) months of this advertisement, please accept that your application has been unsuccessful. The department reserves the right not to fill these positions. Women and persons with disabilities are encouraged to apply and preference will be given to the EE Targets.

POST: DIRECTOR: CUSTOMER RELATIONS MANAGEMENT REF NO: 260422/02

BRANCH: FINANCE DIV: REVENUE MANAGEMENT(WTE)

SALARY: R1 073 187 PER ANNUM (LEVEL 13), (ALL-INCLUSIVE SALARY PACKAGE)

CENTRE: PRETORIA HEAD OFFICE

REQUIREMENTS: A Bachelor Degree at NQF 7 in Finance or related environment. Eight(8) years' experience in finance or revenue management experience. Five (5) years' experience at Middle/Senior Management level. Knowledge of business and management principles. Knowledge of strategic planning, resource allocation and human resources. Knowledge of PFMA, Treasury Regulations, Promotion of Access to Information Act and applicable auditing standards. Policy and strategy development. Strategic capability and leadership. Knowledge and experience of programme and project management. Knowledge and experience of financial management. Change and knowledge management. Service Delivery Innovation. Problem solving and analysis. People and diversity management. Client orientation and customer focus. Excellent communication skills (written and verbal). Accountability and ethical conduct. DUTIES: The management of Customer relations relating to revenue management. Implement policy guidelines on the management of customer relations. Develops and implements a performance improvements suggestion scheme on customer relations. Advises top management and the legislature, as well as relevant sector bodies, on the implementation of policies and strategies relevant to the component. Develops Regional Business Plan. The analysis of customer challenges. Investigates and makes recommendations on customer satisfaction. Attend to clients queries. Manages the collection of revenue. Determines the water use. Provides technical information (M & E system). The coordination of legal procedures for customer relations. Plans and executes phase II (open tenders). Implements policies. Manage relationship with stakeholders. Plans and develops meeting schedules with stakeholders. Implements the strategic objectives of the component. Monitor progress on the implementation of projects related to integrated WRM. The facilitation of selling positive image for department in collecting revenue from water users. Compile stakeholders register for the component. Controls cash flow. Institutes risk management. Administers tender procurement processes in accordance with generally recognized financial practices in order to ensure the achievement of the strategic component objectives. Compile monthly reports making recommendations on the improvement to be implemented. The management of Human resources and financial management. Give inputs on the budget compilation. Do budget projection for MTEF. Effectively manage relationships in order to achieve the directorate's goals. Ensure that customer surveys are conducted timeously.

ENQUIRIES: Ms SD Ndhlovu Tel No: (012) 336 7981

APPLICATIONS: Head Office (Pretoria): Please forward your application quoting the relevant reference number to the Department of Water and Sanitation, Private Bag X350, Pretoria, 0001 or hand deliver to Delta Continental Building, Corner of Visagie and Bosman Street, Pretoria. For Attention: Ms L Mabile

