



water & sanitation

Department:
Water and Sanitation
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF WATER AND SANITATION
CLOSING DATE: 27 OCTOBER 2023

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's website, under career opportunities or the DPSA website, under vacancies in the Public Service (point 4) and should be accompanied by a comprehensive CV (with full particulars of the applicants' training, qualifications, competencies, knowledge & experience). All required information on the Z83 application form must be provided. Other related documentation such as copies of qualifications, identity document, driver's license etc need not to accompany the application when applying for a post as such documentation must only be produced by shortlisted candidates during the interview date in line with DPSA circular 19 of 2022. With reference to applicants bearing professional or occupational registration, fields provided in Part B of the Z83 must be completed as these fields are regarded as compulsory and such details must also be included in the applicants CV. For posts requiring a driver's license, annotate such details on CV. 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 (only when shortlisted). 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 (only when shortlisted). 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 three (3) months of this advertisement, please accept that your application has been unsuccessful. Faxed or emailed applications will not be considered. 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 REF NO: 271023/02

BRANCH: FINANCE (WTE) DIR: REVENUE MANAGEMENT

SALARY: R1 162 200 per annum (level 13), (all-inclusive salary package)

CENTRE: Pretoria Head office

REQUIREMENTS: A Bachelor's degree at NQF 7 in Finance or related qualification. Five (5) to ten (10) years' experience in finance or revenue management, of which at least five (5) years must be at middle/senior managerial level. A pre-entry certificate obtained from the National School of Government is required prior to the appointment (*Refer to SMS note above). The disclosure of a valid unexpired driver's license. 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 program 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: Foster Effective Relationships with all the Stakeholders to maximize revenue collection. Implement policy guidelines on the management of customer relations Develops and implements a performance improvement 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. Resolution of customer queries. Develop and Implement customer service charter. Facilitation of queries from DG's office. Ensure that customer surveys are conducted timeously. The co-ordination of legal procedures for customer relations in revenue collection. Administers procurement processes in accordance to the Supply Chain Management prescripts in order to ensure the achievement of strategic component objectives. Monitor progress of the PSP on the implementation of the revenue

projects. Addressing Audit and Risk Related Matters to Improve the Control Environment and Audit outcomes of the Department. Liaise with Auditor General and internal Audit. Update the risk register. The management of Human Resource and Financial Management. Give inputs on budget compilation and budget projection for MTEF. Manage and acquire resources for the directorate and budget allocated. Supervision of staff, training, and development and to be able to work under pressure.

ENQUIRIES: Ms. SD Ndhlovu, Tel No: 012 336 7981

APPLICATIONS: Pretoria (Head Office): 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, 0001. For Attention: Planning, Recruitment and Selection Unit.