JOB OPPORTUNITY

VACANCY ALERT

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WE HAVE EXCITING CAREER OPPORTUNITIES FOR:

PERMANENT POSITIONS:

Manager: Customer Relations

Assistant Director: Training and Process Development

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 to 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

- The City of Johannesburg is currently recruiting and will not demand payment in any form for any job placement. All vacancies are advertised in newspapers and on the CoJ website.
- The City of Johannesburg applies the principles of employment equity as per the National legislation and policy guidelines and will consider designated groups in line with these requirements. 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 acknowledgment 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.
- Any misrepresentation or failure to disclose material information on the application form or CV will automatically disqualify your application

VACANCY CIRCULAR

067/2025

City of Johannesburg

Publication Date:
Monday, 09 June 2025

Closing Date:
Monday, 23 June 2025

This Vacancy is open to Employees of the City of Johannesburg and External Applicants

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MANAGER: CUSTOMER RELATIONS

DEPARTMENT: Group Corporate & Shared Services (GCSS)
BRANCH: **Group SHELA & FCM**
DESIGNATION: **Manager: Customer Relations**
REMUNERATION: R47 405,13 pm (basic salary, excluding benefits)
LOCATION: JD House, 27 Stiemens Street, Braamfontein

Minimum Requirements:

- Grade 12
- Degree in Public Administration, performance management, Business Management and/or related qualification at NQF level 7
- 5 – 7 years' experience in the performance management and business planning environment
- Experience working at a managerial level
- Code 08 Driver's license

Primary Function:

To have in-depth knowledge and a good understanding of the management and the implementation of the comprehensive performance management system fully aligned to the CoJ-approved processes. Foster compliance of the department to related legislative functions in respect of Performance management and compile reports (including the ADBS) and presentation to senior management concerning performance management. Manage and implement a comprehensive performance management system that will assist Group SHELA & FCM to realise the strategic objectives. Actively participate in CoJ Forums and decision-making bodies relating to performance management. Manage all departmental scorecards and furnish to the Head: Management Support Services for quality assurance. Advise the Head: MSS and Group Head on the CoJ policies and procedures necessary to advance individual performance in alignment with the business objectives of Group SHELA & FCM.

Key Performance Areas:

- Provide effective direction and support of the unit in terms of Management Support Services matters and requirements;
- Provide administrative support functions to provide a comprehensive alignment to the strategies of the department with systems, processes and functions;
- Manage the alignment of the individual performance objectives to the Integrated Development Plan (IDP) and the Service Delivery Implementation Plan (SDBIP);
- Identify and mitigate risk factors and management compliance within the unit;
- Record document and information management to ensure and provide effective direction and support to the unit in terms of record and information management to the unit of Management Support Services;
- Facilitate ad-hoc engagements and submissions for the Department.

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Leading Competencies:

- Report writing.
- Computer literacy (MS Office Packages, including Word, Excel, and PowerPoint) and on PMS systems.
- Excellent written and oral communication skills in English and must be able to communicate and coordinate effectively with other stakeholders.
- Interpersonal relations
- Time management.
- High level of confidentiality.
- Attention to detail and high levels of accuracy and excellent planning, organising, coordinating and time management skills.

Core Competencies:

- Knowledge of Monitoring and Evaluation Framework.
- City of Johannesburg's budget cycle.
- Project Management cycle and principles.
- Ability to work independently.
- Municipal Systems Act, Municipal Finance Management Act, Treasury requirements, Auditor-General's requirements.
- Understanding of the City of Johannesburg's strategic documentation.
- Collaborative/Teamwork, Values and Integrity, Attention to detail, and quality-focused.
- Customer and Service Delivery Management (Batho Pele) Ethics, Professionalism.
- Impact and Influence according to the City's protocols, legislation, and standards.

"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-eu1.hsforms.com/1jLxZSoqBTPWqYqF4yUUtRwew554

APPLY ONLINE VIA THIS LINK: www.joburg.org.za

ENQUIRIES ONLY:
Contact Person: Nokwazi Bovungana
Tel No: 083 747 1228

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City of Johannesburg

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

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ASSISTANT DIRECTOR: TRAINING AND PROCESS DEVELOPMENT

DEPARTMENT: Group Corporate and Shared Services
BRANCH: **Group SHELA and FCM**
DESIGNATION: **Assistant Director: Training and Process Development**
REMUNERATION: R53 022.85 pm (basic salary, excluding benefits)
LOCATION: 27 Stiemens Street JD House Braamfontein

Minimum Requirements:

- Matric / Grade 12 plus a Degree in Environmental Health or Safety Management or Occupational Health (NQF level 7).
- Advanced SAMTRAC certificate.
- Trainer the trainer certification, ISO 9001, ISO 14001 and 45001.
- 6 - 8 years working experience at supervisory level at government or private sector with exposure to all basic disciplines on Occupational Safety, Health and environmental Control.
- 5 years' experience in the working environment with exposure to all basic safety, health, Environment control, training and management.

Primary Function:
Lead the implementation of the SHE management programme, processes and trainings that will minimize incidents and mitigate risks in the workplace, Equip Group SHE and COID employees with knowledge and skills, to determine heath and safety training needs and develop relevant training programmes thereof.

Key Performance Areas:

- Planning and Development of Training programmes;
- Operational;
- Financial Control;
- Personnel Management;

Leading Competencies:

- Computer Literacy (MS Office);
- Report Writing;
- Risk Management;
- Good communication;
- Presentation and facilitation;
- Problem solving;
- Leadership skills;
- Human resource Management;
- Financial Management ;
- Planning and Organising;

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Core Competencies:

- Knowledge of the following:
  - HR policies and processes;
  - Municipal Finance Management Act;
  - Labour Legislations (Labour Relations Act and Basic Conditions of Employment Act);
  - Occupational Health and Safety Act;
  - Compensation of Occupational injuries and Diseases Act.

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ENQUIRIES ONLY:
Contact Person: Reuben Mawela
Tel No: 083 702 7649

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