JOB OPPORTUNITY

VACANCY ALERT

Joburg

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WE HAVE AN EXCITING CAREER OPPORTUNITY FOR:

PERMANENT POSITION:

Station Assistant: Sales and Customer Care

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

082/2025

City of Johannesburg

Publication Date:
Monday, 07 July 2025

Closing Date:
Friday, 18 July 2025

This Vacancy is open to Employees of the City of Johannesburg AND External Candidates

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STATION ASSISTANT: SALES AND CUSTOMER CARE

DEPARTMENT: Transport
BRANCH: **Scheduled Public Transport Operations and Control**
DESIGNATION: **Station Assistant: Sales and Customer Care**
REMUNERATION: R12 809,74 pm (basic salary, excluding benefits)
LOCATION: 75 Helen Joseph Street, Old Mutual Building

Minimum Requirements:

- Grade 10 (NQF level 2);
- 0 – 2 years relevant experience in cash handling and customer care;
- Preference will be given to City of Johannesburg residents, and proof of residence will be required on application;
- An added advantage would be working in a high-pressure public service.

Primary Function:
Execute sales, customer care and stakeholder relations as well as other station-related responsibilities for effective, efficient rendering of professional Rea Vaya services that exceed customer expectations.

Key Performance Areas:

- Execute pre-shift station inspection process to ensure smooth station operation;
- Perform pre-shift cash float and stock reconciliation;
- Execute card sales and trip top-up processes in line with the applicable policies and standard operating procedures;
- Execute sales-related banking processes in line with applicable policies and standard operating procedures;
- Perform customer care-related processes and procedures;
- Execute effective stakeholder relations and communication in line with the applicable policies and standard operating procedures;
- Monitor and control the use of allocated resources and assets in line with the applicable policies and standard operating procedures;
- Perform activities associated with inventory and financial management and control in line with the applicable policies and standard operating procedures;
- Perform station operations related to administrative and reporting activities.

Leading Competencies:

- Good communication skills;
- Basic to intermediate numeracy skills;
- Good interpersonal and customer service skills;
- The ability to answer a query without having to leave the customer and check details will mean providing better service;

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Core Competencies:

- Basic knowledge of processes within the cash/sales environment;
- AFC Point of Sale;
- Knowledge of Basic Customer Care;
- Collaborative/Teamwork, Values and Integrity, Attention to detail, and quality-focused;
- Customer and Service Delivery Management (Batho Pele) Ethics, Professionalism;

"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/1bXRptucDQCaC4BRj11Aq6gew554

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

ENQUIRIES ONLY:
Contact Person: Estelle Buys
Tel No: 011 022 8286

CLOSING DATE: FRIDAY, 18 JULY 2025

Applicants are respectfully informed that, if no notification of appointment/response is received within six (6) weeks of the closing date, they must accept that their application was unsuccessful. 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. In terms of the Talent Acquisition Policy of the City of Johannesburg, you hereby consent to the following risk checks should your application be shortlisted:

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