



NDWEDWE LOCAL MUNICIPALITY UMASIPALA WASENDWEDWE

DEPARTMENT	: CORPORATE SERVICES
POSITION	: SWITCHBOARD OPERATOR
NATURE OF APPOINTMENT	: PERMANENT
TASK GRADE	: 07
SALARY NOTCH	: R 167 571.03
SALARY SCALE	: R 167 571.03 - R217 519.13 pa
REF. NO	: KZ293 CORP039

MINIMUM REQUIREMENTS

Grade twelve, plus a minimum of twelve months relevant experience in Switchboard operation.

KNOWLEDGE, SKILLS & COMPETENCY

- Computer Literacy, excellent organizational skills and filing management.
- The ability to liaise and communicate effectively both in Isizulu and English.
- Excellent verbal and written communication skills,
- Excellent verbal and written communication skills, with the ability to handle confidential matters.
- Good telephone etiquette is essential.

KEY RESPONSIBILITIES

- Render switchboard services.
- Attend to incoming and outgoing telephone calls.
- Transfer calls to relevant extensions.
- Provide callers with relevant information.
- Take messages and convey to relevant staff.
- Keep record of all outgoing calls.
- Print and issue telephone accounts.
- Maintain telephone database and internal directory as well as well as contact numbers of all external stakeholders and resources.
- Allocate pin codes when authorized.
- Maintain switchboard system.
- Identify and report telephone faults to the supervisor.
- Notify the staff if telephones are out of order.
- Record maintenance of the switchboard and activate telephone extensions when authorized.

BENEFITS

13th Cheque, Leave, 100% Retirement Annuity Fund Contribution by Employer, Pension, Medical Aid, Housing subsidy.

CLOSING DATE: 19 NOVEMBER 2020

Written application letter together with comprehensive curriculum vitae (CV), certified copies of ID, Drivers licence and all qualifications must be forwarded to: **-The Municipal Manager, Ndwedwe Local Municipality, P/Bag x 503, Ndwedwe, 4342 . Attention to Mr. BA Buthelezi- Manager Human Resource.**

Faxed, e-mailed, Z83 form and late applications will not be considered. Enquiries can be directed to **Human Resource Office Tel: 032 532 5000**

Should you not be contacted within the period of 30 days after the closing date please consider your application unsuccessful. People with disabilities are encouraged to apply.

APPROVED BY:


MR. MF HADEBE
MUNICIPAL MANAGER

09/11/2020
DATE