

AMAJUBA DISTRICT MUNICIPALITY

Amajuba District Municipality is an equal opportunity, affirmative action employer and also encourages applications from disabled persons.

DEPARTMENT: ENGINEERING SERVICES

CUSTOMER CARE CENTRE: DISPATCHERS X 2

Qualification:

Matric and Call Centre /Customer Service Certificate will be an added advantage.
Proficient in relevant computer applications and call centre systems

Experience: Minimum of 2-3 years experience in a Call Centre or Customer Service Environment

Duties include the following (but not limited to):

- Schedule and dispatch field staff, work crews, equipment or service vehicles to appropriate locations according to customer requests, specifications or needs, using the Call Centre System and the appropriate communication mediums.
- Save and process forms and applications.
- Arrange for necessary repairs in order to restore services.
- Determine types or amounts of equipment, vehicles, materials, or personnel required according to the complaints reported.
- Relay messages and information to and from field staff, supervisors, maintenance workers and field inspectors using Call Centre and the appropriate communication mediums.
- Liaise with customers or supervising personnel in order to address questions and problems, requests for service or equipment and to provide updates.
- Communicate and coordinate with internal departments
- Oversee all communications within specifically assigned zones.
- Monitor personnel and/or equipment locations and utilization in order to coordinate service and schedules.
- Record and maintain files and records of customer requests, work or services performed, charges, expenses, inventory, and other dispatch information on Call Centre.

Remuneration: R 145 785.00 p.a.

Applications consisting of a comprehensive CV and covering letter together with certified copies of qualifications/drivers license must reach the undersigned, no later than 12h00 on **22 May 2015** Enquiries *may be directed to the HR Department: 034-3297200 during office hours*. Facsimiles, emails or late applications will not be accepted. Only short-listed applicants will be contacted. If you are not contacted three months after the closing date, your application would have been unsuccessful.

**LM Africa
Municipal Manager**

**Amajuba District Municipality
Private Bag X6615
Newcastle 2940**