

MSUKALIGWA LOCAL MUNICIPALITY

CIVIC CENTRE BUILDING • C/O KERK & TAUTE STREET • ERMELO • MPUMALANGA • SOUTH AFRICA • 2350
PO BOX 48 • ERMELO • MPUMALANGA • SOUTH AFRICA • 2350

WE ARE HIRING (VACANCIES)



INTERNAL & EXTERNAL VACANCY

Applications are hereby invited from suitably qualified and competent persons for appointment to the under mentioned position.

Name of Department	Corporate Services
Job Post Name	Help Desk Clerk
Duration	Permanent
Task Grade 06	R 174 862,08 p/a
Reference Number	MSU/CORP/05/01/26
Location	Ermelo

QUALIFICATIONS

- Grade 12.
- Certificate in Public Relations /Customer Care - NQF Level 4/5
- Computer Literacy – Office Applications

EXPERIENCE

- 1 – 2 years relevant experience in a **customer service, call centre, help desk, or administrative environment.**

KEY COMPETENCIES

- Excellent communication skills, both verbal and written and interpersonal skills.
- Customer-focused and service-oriented approach.
- Organizational Awareness, Problem Solving,
- Planning and Organizing.
- Patience and empathy when dealing with customers
- Good listening skills and ability to understand customer needs

KNOWLEDGE

- Customer service principles and public relations practices.
- Municipal services, structures, and functions.
- Knowledge of Batho Pele Principles.



DUTIES

- Provide administration to the help / information desk; provide help and advice to customers on municipal services;
- Communicate with customers face to face and telephone on queries raised;
- Receive customer queries and dispatch to relevant departments of the municipality;
- Direct customers to various Departments in the municipality;
- Disseminate information to customers on programs of the municipality;
- Monitor the complaint, suggestion and compliments box;
- Follow up on queries dispatched to departments and consolidate responses and inform customers of the outcome thereof;

Please Note:

- All applications must be accompanied by certified copies of ID and all educational qualifications, and they should not be older than 6 months. Applications received after the closing date will not be considered.
- Due to large number of applications, we envisaged to receive, applications will not be acknowledged.
- Should you not be contacted within 3 months after the closing date, consider your application unsuccessful.
- The municipality reserves the right to appoint or not to appoint any person. **VETTING & EQUITY IS THE MUNICIPAL PRIMARY SELECTION CRITERIA; THEREFORE, ALL SUCCESSFUL APPLICANTS SHALL BE SUBJECTED TO VETTING INCLUDING REFERENCE CHECKING AGAINST SOCIAL MEDIA PROFILES. CANVASSING WILL LEAD TO DISQUALIFICATION**

Application forms and full detailed information about the advertised position is available on the Msukaligwa Local Municipality website (www.msukaligwa.gov.za) and Facebook page / HR office.

Application form, detailed CV, ID, and Driver's License must be posted / couriered to Msukaligwa Local Municipality, P O Box 48, Ermelo 2350 or hand delivered to the Corporate Services (HR Section), Cnr Kerk and Taute Street, Ermelo, for the attention of Director Corporate Services. For any further enquiries pertaining the advertised position, please do not hesitate to contact the Manager: Human Resources Ms. LP Mnisi at 017 801 3584.

“IF YOU DON'T HEAR FROM THE MUNICIPALITY AFTER 3 MONTHS, CONSIDER YOUR APPLICATION UNSUCCESSFUL” THE MUNICIPALITY RESERVES THE RIGHT TO APPOINT OR NOT TO APPOINT ANY PERSON.

CLOSING DATE: 29 April 2026 at 12H00PM