



BITOU LOCAL MUNICIPALITY

RE-ADVERTISEMENT

Bitou Municipality is inviting applications for the following vacancy from suitable qualified professionals. Preference will be given to local residents before considering candidates outside the Bitou Municipal Area

POSITION	: SENIOR CLERK
DIRECTORATE	: FINANCIAL SERVICES
DIVISION	: REVENUE SERVICES
SECTION	: SERVICES
SUB-SECTION	: CUSTOMER SERVICES, WATER & ELECTRICITY
BASIC SALARY	: R 164 058,58 – R 212 980,09 (T6) Per Annum + MUNICIPAL BENEFITS
REF NO.	: Notice: 407 of 2024

QUALIFICATIONS AND EXPERIENCE: • Grade 12 • 2-5 years' relevant experience.

REQUIREMENTS AND SKILLS: • Computer literacy (MS Office Applications) • Proficiency in at least two of the official languages of the Western Cape (read, write and speak) • Good human relations, interpersonal, organizational and communication skills • High level of responsibility • Ability to work under pressure • Performs complex administrative functions which requires specialized knowledge • Operates under limited supervision

FUNCTIONS & RESPONSIBILITIES: • Attends to general and telephonic enquiries • Speeds up the correction of accounts and promotes consumer satisfaction • Assists clients with disconnections, reconnections and opening of new services • Ensures that the correct consumers are billed and an account is issued • Assists clients with credit refunds • Reduces credits on the system and ensures that the correct credit is paid to the correct recipient and timeously • Attends to data cleanup • Ensures correct statements and consumer details • Actions all appropriate correspondence • Attends to the completion of Indigent application forms • Ensures that clients who are in the Indigent bracket benefit from the Indigent subsidy as well as ensuring that no incorrect / fraudulent applications are dealt with • Assists with journals and transfers • Furnishes seniors with relevant supporting documents and requests updates.

COMPETENCIES REQUIRED

CORE PROFESSIONAL COMPETENCIES

- **Written Communication:** The ability to communicate in written as appropriate to specific audiences
- **Oral Communication:** The ability to articulate a message in an understandable and convincing manner
- **Attention to Detail:** Ability to scrutinize own work and that of others to ensure accuracy and compliance with the relevant municipal standards
- **Influencing:** The ability to interact with others and influence them to adopt the best alternative from a range of options
- **Problem Solving:** The ability to identify potential problem areas to break the problem into component parts, generates potential solutions, select an option
- **Organisational Awareness:** The ability to understand the Municipality's objectives, and the impact of decisions on the community and the functioning of the department
- **Planning & Organising:** The ability to plan activities within specific timeframes and then to execute these activities according to plan
- **Ethics & Professionalism:** The ability to identify and deal with ethical issues and conflicts of interest

FUNCTIONAL COMPETENCIES

- **Business Processes:** Ability to engage with systems or component processes and make continuous improvements.
- **Use of Technology:** The ability to utilize technology in the workplace to optimize functioning of the Municipality.
- **Data Processing & Analysis:** Ability to process data and bring out about improvements in the way in which it is processed.

PUBLIC SERVICE ORIENTATION COMPETENCIES

- **Interpersonal Relationships:** The ability to establish and maintain productive relationships with people within and outside of the Municipality.
- **Communication:** The capacity to listen attentively, grasp issues, present information in a clear manner and respond appropriately to verbal and written communication of others.
- **Service Delivery Orientation:** The ability to explore and implement new ways of delivering services that contribute to the improvement of municipal processes in order to achieve municipal goal.
- **Client Orientation and Customer Focus:** Understands the service needs of a client/customer (internal or external) and actively focusses on anticipating, meeting and exceeding the needs in a timely and appropriate manner.

PERSONAL COMPETENCIES

- **Action Orientation:** The display of high work ethic in setting and achieving challenging goals, meeting deadlines and keeping promises. It manifests itself in one's ability to stay focused on task, to be energetic, persistent and reliable.
- **Resilience:** The ability to respond constructively to pressure/stress situations and the ability to persist with goals despite obstacles and setbacks.
- **Change Readiness:** The ability to innovate and challenging the status quo and the ability to cope with change driven by others
- **Cognitive ability:** The ability to gather information, analyses issues and deal with complexity and ambiguity. Shows long-term thinking, follows through in a logical manner, aware of consequences and implications. Is able to see the 'Bigger Picture'.
- **Learning Orientation:** The willingness and motivation to learn, acquire knowledge, develop insight and focus on continuous self-improvement.

MANAGEMENT / LEADERSHIP COMPETENCIES

- **Impact and Influence:** The ability to inspire a positive attitude in others and be able to influence others effectively.
- **Team Orientation:** The capacity to promote a cooperative climate, understand group dynamics and apply appropriate facilitation techniques in working with others to achieve a shared goal.
- **Client Orientation and Customer Focus:** Understands the service needs of a client/customer (internal or external) and actively focuses on anticipating, meeting and exceeding the needs in a timely and appropriate manner.
- **Direction Setting:** The ability to create a clear sense of common purpose and vision for others with a view to obtaining buy-in and commitment to the goals.

Work related enquiries can be directed to Mr. A Zindlu on azindlu@plett.gov.za or on tell: 044 501 3426.

For general enquiries contact Ms. L Clark or Ms. A Gigi on telephone no: 044 501 3418.

Candidates must be willing to be subjected to an interview and competency assessment and must be aware that previous employers and references will be contacted and their qualifications, credit and criminal record will be verified. The candidates will be required to disclose all Financial Interests.

Application forms are available on the Bitou website (www.bitou.gov.za). A comprehensive CV, original certified copies of Identification documents, qualifications, and driver's license must accompany the application form and must be hand delivered/couriered to the Human Resources Section, Bitou Municipality, 1 Sewell Street, Plettenberg Bay or posted to Private Bag X1002; Plettenberg Bay; 6600

Bitou Municipality is an equal opportunity employer. Candidates from the designated groups, including those with disabilities, are encouraged to apply.

Please take note:

1. **ONLY** hard-copy applications will be considered. **No** electronic or faxed applications will be accepted.
2. Please complete the Reference Checking Consent & Authorization Form which is available on the Municipality's Website. (*Compulsory*)
3. **LATE APPLICATIONS** will not be considered. Canvassing of Councillors with the purpose of being appointed is not permitted and proof of such canvassing shall lead to disqualification.

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ACTING MUNICIPAL MANAGER

CLOSING DATE: 4 November 2024 @ 14h00

If you receive no feedback from us within 12 weeks after the closing date, please accept that your application was unsuccessful
Bitou Municipality reserves the right not to make any appointment and to re-advertise before a shortlist is compiled