

**PROVINCIAL ADMINISTRATION: KWAZULU NATAL
OFFICE OF THE PREMIER**

The Office of The Premier KZN is an equal opportunity, affirmative action employer and is committed to the achievement and maintenance of representativity (race, gender and disability). This post has been identified to target females and people with disability in order to achieve the 50% and 2% targets respectively, in line with National Cabinet Directive.

- APPLICATIONS** : Applications must be forwarded to: The Acting Director-General, Office of The Premier, Private Bag X9037, Pietermaritzburg, 3200 or may be hand-delivered to the Office of the Premier at Invesco Centre, 1st Floor, 16 Chatterton Road, Pietermaritzburg, 3201
- FOR ATTENTION** : Ms PNF Mbatha, Tel. No. 033-328 1705
- CLOSING DATE** : 26 April 2017
- NOTE** : All applications must be submitted on the prescribed Z83 application obtainable from any Public Service department stating the reference number, and should be accompanied by a recently updated comprehensive CV, originally certified copies of all qualifications, RSA ID document and valid driver's licence (not copies of certified copies) as well as proof of registration (if applicable). Failure to attach the requested documentation will result in the application not being considered. Applications are discouraged from sending applications through registered mail because the Department will not be responsible for non-collection of these applications. No late, faxed or emailed applications will be accepted. The KZN Office of the Premier reserves the right not to make an appointment. It is the applicant's responsibility to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA). All short-listed candidates will be subjected to a technical exercise that intends to test relevant technical elements of the job, the logistics of which will be communicated by the department. Following the interview and technical exercise, the selection panel will recommend candidates to attend a generic managerial competency assessment as prescribed by the DPSA. Please note that due to the large number of applications anticipated, applications will not be acknowledged, communication will be limited to short listed candidates only. If you do not hear from us within 30 days of the closing date of this advertisement, please consider your application as unsuccessful. Failure to comply with the above instructions will result in the disqualification of your application.

MANAGEMENT ECHELON

- POST 15/58** : **DIRECTOR: SERVICE DELIVERY COMPLAINTS MANAGEMENT REF NO: 024120/04/17**
- SALARY** : R898 743 per annum
- CENTRE** : Pietermaritzburg
- REQUIREMENTS** : A Bachelor's degree in Public Relations Management (NQF level 7) as recognized by SAQA or equivalent relevant qualification coupled with a minimum of 5 years' relevant experience at middle management level in the customer care or public service field. Computer Literacy and a valid driver's license. KNOWLEDGE & SKILLS: Public Service Act. Public Service Regulations. Public Finance Management Act. Labour Relations Act. Employee Performance and Development System. Public Sector Reporting Procedure. Excellent communication skills. Public Relations. Problem solving. Analytical Thinking. Planning and coordination. Interpersonal skills. Time Management. Effective planning and organizational skills. Project management. Customer liaison skills. Relationship management. Call center skills.
- DUTIES** : Manage the citizen's complaints on poor service delivery. Monitor and maintain a good relationship between the Public Liaison network and the Public. Coordinate the development and implementation of policies. Manage the hotline services. Manage the resources of the Directorate.
- ENQUIRIES** : Mr CM Msomi Tel no: (033) 341 2747