

**GOVERNMENT PRINTING WORKS**

*The Government Printing Works is an equal opportunity, affirmative action employer. It is intended to promote representivity through the filling of these posts. The candidature of persons whose appointment/transfer/promotion will promote representivity will receive preference.*

- APPLICATIONS** : All applications must be forwarded to: The Branch: Human Resources, Government Printing Works, Private Bag X85, Pretoria, 0001 or be hand delivered to: 149 Bosman Street, Pretoria.
- FOR ATTENTION** : Ms. L Pale / Ms. V Maja, Human Resources Tel No: 012 764 3976 /012 764 3912
- CLOSING DATE** : 28 November 2022 (16:00 noon)
- NOTE** : Applications must be submitted on the prescribed form Z83 (NB. The new application for employment form can be downloaded at [www.dpsa.gov.za](http://www.dpsa.gov.za)-vacancies, the old prescribed application for employment form Z83 was withdrawn with effect from 31 December 2020) and must be completed in full with page 2 duly signed (failure to do so will result in your application not being considered), and clear indication of the reference number on the Z83. The application must include only completed and signed new Form Z83, obtainable from any Public Service Department or on the internet at [www.gov.za](http://www.gov.za), and a detailed Curriculum Vitae. Certified copies of Identity Document, Senior Certificate and the highest required qualification as well as a driver's license where necessary, will only be submitted by shortlisted candidates to HR on or before the day of the interview date. It is the responsibility of applicants in possession of foreign qualifications to submit evaluated results by the South African Qualifications Authority (SAQA), The Government Printing Works reserves the right to fill or not fill its advertised posts. General information: Shortlisted candidates must be available for interviews, which might be virtual at a date and time determined by the Government Printing Works. Personnel suitability checks will also be administered as a part of the selection process. Successful candidates will be required to enter in an employment contract and performance agreement (as relevant), and must obtain a positive security clearance. Applications received after the closing date as well as those who do not comply with the requirements will not be taken into consideration. If you have not received a response from this institution within three months of the closing date, please consider your application unsuccessful.

**OTHER POST**

- POST 43/48** : **CONTACT CENTRE SUPERVISOR REF NO: (GPW 22/70)**
- SALARY** : R382 245 per annum (Level 09)
- CENTRE** : Pretoria
- REQUIREMENTS** : A 3-year National Diploma (NQF 6) as recognized by SAQA in Business Management or equivalent qualification with appropriate experience for a minimum of 5 years in Contact Centre or Customer Relations, 2 years' experience in a Team Leader/supervisory role. Leadership and people management, Report writing, DTP knowledge, Knowledge of types of notices, Client orientation & customer Focus, Service Delivery Innovation, Communication skills. Computer skills.
- DUTIES** : Setting direction for GPW eGazette Contact: Determines Contact Centre operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analyses; identifying and evaluating state-of-the-art technologies; defining user requirements; establishing technical specifications, and production, productivity, quality, and customer-service standards; contributing information and analysis to organizational strategic plans and reviews. Develops Contact Centre systems by developing customer interaction and voice response systems, and voice networks; designing user interfaces; developing and executing user acceptance test plans; planning and controlling implementations. Maintains and improves Contact Centre operations by monitoring system performance; identifying and resolving problems; preparing and completing action plans; completing system audits and analyses; managing system and process improvement and quality assurance programs; installing upgrades. Meets Contact Centre financial objectives by estimating requirements; preparing an annual budget; scheduling expenditures; analysing variances; initiating

corrective actions. Prepares Contact Centre performance reports by collecting, analysing, and summarizing data and trends. Maintains equipment by evaluating and installing equipment; developing preventive maintenance programs; calling for repairs; evaluating and implementing upgrades. Maintains professional and technical knowledge by tracking emerging trends in Contact Centre operations management; attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies. Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments. Staff motivation and management: Accomplishes Contact Centre human resource objectives by recruiting, selecting, orienting, training, assigning, coaching, counselling and disciplining employees. Administering scheduling systems. Communicating job expectations. Performance Management: Monitoring, appraising, and reviewing job contributions. Planning and reviewing compensation actions Enforcing policies and procedures. Service delivery to GPW customers (eGazette specific): Overall responsibility for customer service. Manage customer relationships. Resolve customer issues / concerns. Customer Centricity: Develop a working plan for expanding effectiveness of the service offering. Work with Internal and External Stakeholders throughout the value chain to drive market share expansion. Develop a canvassing database for potential clients (Based on enquiries). Coordinate and collaborate orders for Zandfontein, Face value and Originations. Handle customer queries for GPW Business. Support Key Accounts by communicating with all relevant Stakeholders.

**ENQUIRIES**

:

Mr. N Dlamini Tel No: (012) 748 6191