

*paying the right social grant, to the right person,  
at the right time and place. NJALO!*



**sassa**  
SOUTH AFRICAN SOCIAL SECURITY AGENCY

## **INTERNAL ADVERT GAUTENG**

**SASSA is a dynamic organization that provides a range of essential services to a diverse group of South Africans. With offices countrywide, our operational structures aspire to embrace all that is state-of-the-art, offices that are modern and an environment designed to stimulate the worker to achieve, enjoy, progress and prosper**

**Manager: Customer Care**

**Salary: R733 257 – R863 748 p.a. inclusive of benefits**

**Location: Gauteng Regional Office (Ref: GP 05/08/21)**

Candidates should hold a relevant B. Degree/Diploma (NQF Level 6 or 7 with the minimum 360 credits) coupled with 1-2 years management experience in the relevant field; knowledge of SASSA's Constitutional mandate, relevant policies and legislation in Public Management; Knowledge of social security management and poverty alleviation matters. Computer and a valid driver's license are essential.

The incumbent will manage all customer care programmes, Engage in special promotional events organised/planned by other spheres of Government. Manage and coordinate the Customer relations strategy in the Region. Manage customer enquiries and complaints. Manage the implementation of the Internal Reconsideration Mechanism (IRM), and ICAS system and other systems as shall be developed by the agency. Facilitate Stakeholder Engagement Management and beneficiary education and awareness programmes within Customer Care services. Provide advice on Social assistant legislation, policies and procedures. Assist with the Management of the unit and manage subordinates in the section. Consultation Ensure adherence to Section 57 of the Public Finance Management Act (PMFA, Chapter 6, and Part 3).

**Preference will be given to:**

- **African Male / People with Disability and followed by African Female and White Female respectively as at the time of appointment.**

**The application for the above position must be sent: [ApplicationsMas@sassa.gov.za](mailto:ApplicationsMas@sassa.gov.za)**

**Important notes:** All these positions are advertised with the minimum requirements. Appointments will be subjected to compulsory pre-employment screening in the form of qualification, reference, ITC, criminal checks and compulsory competency assessment. It is our intention to promote representivity in terms of race, gender and disability through the filling of this post and candidates whose appointment will promote representivity will receive preference. It is the applicant's responsibility to have foreign qualifications evaluated by South African Qualifications Authority (SAQA) prior to the selection process. SASSA is under no obligation to fill a post after the advertisement thereof. Please note: All SASSA staff are subjected to compulsory security vetting on appointment. E-mailed applications will be accepted.

**Closing date: 03 September 2021**

Applicants interested in applying for these posts should send their applications (CV and covering letter only, quoting the relevant reference number and position name as per the advert) to emails indicated on each position. Kindly note that copies of qualification, certificate, ID and driver's license etc., should be submitted upon request.

**Enquiries: Ms Mashudu Malivha on 011 241 8563.**

**If you have not been contacted within 3 months after the closing date of the advertisement, please accept that your application has been unsuccessful.**

**Visit us at [www.sassa.gov.za](http://www.sassa.gov.za) or toll free: 0800 60 10 11.**

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