

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



sassa
SOUTH AFRICAN SOCIAL SECURITY AGENCY

EXTERNAL ADVERT - WESTERN CAPE REGION

HELPDESK OPERATOR: ICT

Salary: R261 372 – R307 890 p/a, SL 7 (exclusive of benefits)

Location: Regional Office, Cape Town (Ref No: ICT/2022)

Minimum Requirements:

Candidates should hold a National Diploma / Degree or any other relevant 3 year tertiary qualification or Senior Certificate / Matric together with: National Diploma/Degree: 1- 2 years' relevant experience; Senior Certificate/Matric: 3 – 5 years' relevant experience. Computer literacy is essential.

Added Advantage: A valid Driver's License as the successful candidate will be expected to drive.

The incumbent will:- Provide first level contact and convey resolutions to customer issues: answer incoming calls from customers; respond to customer inquiries; walk customers through problem solving process; track, route and redirect incidents to correct resources; identify and escalate priority issues; properly escalate unresolved queries to the next level of support; Follow up with stakeholders, provide feedback and see problems through to resolution; provide advice to customers on policies, procedures and processes; provide customers with service information; handle and resolve customer complaints; Ensure proper recording, documentation and closure; complete call logs and produce call reports; update customer data; Recommend procedure modifications or improvements. Ensure adherence to Section 57 (Responsibilities of other Officials) of the Public Finance Management Act (PFMA).

Important notes: This post is advertised with the minimum requirements. Appointment will be subject to a compulsory pre-employment screening in the form of qualification, references, ITC, and criminal checks. It is the applicant's responsibility to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA) prior to the selection process. The Agency is under no obligation to fill a post after the advertisement thereof. Please note: All SASSA staff are subject to compulsory Security Vetting on appointment. Only e-mailed applications will be accepted.

The Agency is an equal opportunity employer. Therefore, Preference will be given to candidates whose appointment will assist the Agency in achieving its Employment Equity targets in terms of the Agency's Employment Equity Plan. Persons with Disabilities are strongly encouraged to apply.

Closing date: 15 November 2022.

Applicants should send their applications (New Z83 & comprehensive CV) via email to: WC-Applications@sassa.gov.za

ONLY the Reference Number to be included in the **Subject Heading** of your e-mail.

ONLY one attachment / application per e-mail (Z83 & CV to be scanned as one document)

No separate documents will be allowed.

No posted or hand delivered applications will be allowed.

Copies of qualifications, certificates, ID and driver's license etc. should ONLY be submitted upon request. (Shortlisted candidates with disabilities may be required to submit medical proof). Interviews may be conducted via a virtual medium which will be discussed with each shortlisted applicant

Strictly applications meeting the above criteria will be considered & **Failure to comply with the above will automatically disqualify candidates**

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

Enquiries: Ms A Tshayana, 021 – 469 0274.

Toll free: 0800 60 10 11
www.sassa.gov.za

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social development
Department
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