

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

SASSA is a dynamic organisation 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

GAUTENG EXTERNAL ADVERT

Manager: Customer Care

Salary: R 811 560 – 952 p.a. Inclusive of benefits (Level 11)

Location: Regional Office (Ref: GP/SAS 02/03//2024)

Candidates should hold a Relevant Degree / National Diploma (NQF Level 6/7 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 drive coordinate customer care operational functions, manage customer experience and stakeholder programmes, facilitate and coordinate outreach programmes, manage coordination of promotional events organised/planned by SASSA and other spheres of Government. Manage and coordinate the Customer relations strategy in the Region as well the implementation of the Service Delivery Improvement Plan. Manage customer enquiries and complaints in all forms (Calls, emails and walk-ins). Manage the implementation of the Internal Reconsideration Mechanism (IRM) and ICAS, QMS system and other systems as shall be development by the agency. Facilitate stakeholder Engagement and beneficiary education and awareness programmes within Customer care services and communications and marketing environment. Coordinate provincial activities on client relation improvement initiatives. Provide advice on Social assistant legislation, policies and procedures. Assist with the Management of the unit and manage subordinates in the section. Ensure adherence to Section 57 of the Public Finance Management Act (PMFA, Chapter 6, and Part 3).

**The application for the above position must be sent to: GPHCMDavidSApplications@sassa.gov.za
Enquiries: Mr VP Ndinisa on 011 241 8418.**

Important notes: Appointment will be subject to a compulsory pre-employment screening in the form of qualification, references, ITC, and criminal checks. It is our intention to promote representivity in terms of race, gender, disability and youth through the filling of these posts and candidates whose appointment will promote representivity will receive preference. 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. Emailed applications will be accepted.

Applicants interested in applying for the posts should send their applications (**CV, New Z83 obtainable from DPSA and Government Departments and attach the highest qualification only**) quoting the relevant reference number and position name as per the advert. The subject heading of the email should indicate the name of the position you are applying for. Applicants must ensure that they send their applications to a correct inbox/email indicated on the position. Applications should consist of a comprehensive CV (specifying qualifications - institution obtained from, experience, duties, indicating the respective dates (MM/YY) per position, Identity Number, Race and Gender as well as indicating references with full contact details. Interviews may be conducted via a virtual medium which will be discussed with each shortlisted applicant. Kindly note that copies of other qualifications, certificates, ID and driver's license etc., should be submitted upon request. **Failure to comply with the above requirements may results your application been disqualified.**

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. Person with Disabilities are strongly encouraged to apply.

Closing Date: 27 March 2024

Correspondence will only be conducted with the short- listed 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.

Visit us at www.sassa.gov.za or toll free: 0800 60 10 11.