



**BREED VALLEY**  
MUNICIPALITY • MUNISIPALITEIT • UMASIPALA

## **DIRECTORATE STRATEGIC SUPPORT SERVICES**

### **MANAGER CUSTOMER CARE, COMMUNICATIONS, CORPORATE BRANDING AND IGR**

**TASK LEVEL 15**

**SALARY: R453 924.00 – R589 176.00 p.a.**

**JOB PURPOSE:** Manages the key performance areas of the Communications, Customer Care and Call Centre functionality.

#### **DUTIES:**

- Manage the municipal inter-governmental relations and organizational protocol;
- Manage municipal editorial and linguistic services;
- Manage and develop corporate branding and image;
- Responsible for policy formulation and implementation;
- Call Centre Management;
- Resolve customer complaints within set service standards;
- Information Management;
- Manage media communication;
- Daily supervising of subordinates and monitoring of their performance.
- Conduct media trends analysis.

#### **REQUIREMENTS:**

- Relevant B degree in Communication/Public Relations or equivalent
- High proficiency in two of the Western Cape languages
- Advanced computer literacy (In various programmes i.e MS Office)
- Code B driver's licence
- Social Media/Electronic media management
- Excellent oral and written communication skills
- 5 years relevant experience

#### **It would be to your advantage:**

- Proficiency in graphic designing programmes.

To apply in assured confidence, please send your Application form, CV, certified copies of qualifications and covering letter (including details of at least 3 contactable referees and the relevant reference number) to The Human Resources Manager, Breedee Valley Municipality, Private Bag

x3046, Worcester, 6850, or email to [jobs@bvm.gov.za](mailto:jobs@bvm.gov.za). For enquiries contact the Human Resource Office – Luthando Ngqabuko at 023 348 4961.

All applications should reach us by **03 January 2020 before 12:00**

The Municipality is an Equal opportunity employer and as such will observe the requirements of the employment equity act and its EE plan. Females and People with disabilities are encouraged to apply.

Please note that \* No late applications will be considered \*No faxes will be accepted \*If you have not heard from us within 60 days of the closing date, please accept that your application has been unsuccessful \*Candidates wishing to have their CV's returned should provide a self-addressed envelope with the required postage stamps\* Canvassing with Councillors or any other decision-maker is not permitted and proof thereof will result in disqualification\* Fraudulent qualifications or documentation, will immediately disqualify any applicant

**The Municipality reserves the right not to make an appointment.**