



(EXTERNAL ADVERTISEMENT)

**DIRECTORATE: TECHNICAL SERVICES
DIVISION: ELECTRICAL SERVICES
SECTION: METERING, QUALITY OF SUPPLY AND CUSTOMARY ADVISORY SERVICES
LOCATION: WORCESTER**

ADMINISTRATOR (PERMANENT)

BASIC SALARY: R 255 301.84 – R 331 395.62 per annum [T09]

TOTAL COST TO COUNCIL: R 363 214 – R 461 316 per annum

(Inclusive of Municipal benefits: Group Life Scheme, Pension Fund etc.)

Ref: TS/ES/AAI/0525

Job Purpose: Co-ordinate and oversee various administrative tasks/activities associated with metering, quality of supply and customer advisory services section in accordance with the relevant policies, procedures, and guidelines.

Duties:

- Capture consumer account detail, transgression types, frequency of offences, adjustments to municipal accounts etc.
- Review meter and seal allocation register
- Verify captured documentation from internal and external stakeholders related to all electrical services (new service installations, modifications, accuracy verification tests, embedded generation, capacity upgrades, etc.)
- Review work requests, work orders, standard and amended invoices, payments and work order feedback on the computerized system
- Ensure that all standard departmental forms are completed in accordance with departmental procedure
- Maintain engineering filing system of all relevant documentation as per departmental procedures (scanning of all hard copy work orders, manuals, documents, etc. and linking to assets, tasks, requisitions, etc.)
- Compile a monthly progress report (Registered contracts on vending system, electrical applications / queries, investigations, monthly meeting report etc.) and submit to the immediate superior.
- Compile progress reports on registered completed / ongoing applications, queries, disputes, investigations, work progress etc. and submit to the immediate superior.
- Amend account, tariff detail and engineering parameters on computerized system.
- Perform registration of new consumer contracts on the computerized system.
- Perform edit look-up functions on the computerized system pertaining to owners & address detail, route + meter detail, captured coordinates, meter readings, erf zoning, Ukey end Cost Centre numbers etc.
- Monitoring attendance/conduct and output and addressing deviations from agreed performance indicators through meetings/counselling and/or other approved methods designed to improve and motivate subordinate
- Provide a help desk and telephonic support to consumers and contractors pertaining to applications, requests and query / complaints
- Oversee customer care activities pertaining to all functions within the section
- Provide support and interact with internal and external stakeholders with outreach initiatives
- Recording each trip on an individual basis on the designated Vehicle Log Sheet
- Submitting all completed vehicle Log Sheets to the immediate superior for authorisation..

Minimum Requirements:

- Grade 12.
- Computer Literacy: MS Office.
- Personal Assistant / Senior, senior / executive secretary or equivalent (120 credits at NQF level 5).

- 5 years relevant experience with supervisory experience.

Other Requirements:

- Valid Code B driver's license.
- Proficient in at least 2 of the 3 languages in the Western Cape. Good reporting skills. Attention to detail.

Competencies: (For detail description of competencies, read competency level 2 from page 52/770 of the Competency Framework on our website / on this link- <https://bvm.gov.za/download/municipal-staff-regulations-competency-framework/>)

Core Professional Competencies: Written Communication, Oral Communication, Attention to Detail, Influencing, Ethics and Professionalism, Organisational Awareness, Problem Solving, Planning and Organising

Functional Competencies: Business Processes, Use of Technology, Data Processing and Analysis

Public Service Orientation: Interpersonal Relationships, Communication, Service Delivery Orientation, Client Orientation and Customer Focus

Personal Competencies: Action Orientation, Resilience, Change Readiness, Cognitive Ability, Learning Orientation

Management and Leadership Competencies: Impact and Influence, Team Orientation, Direction Setting, Coaching and Mentoring.

PLEASE NOTE: Please read the below conditions carefully, only those who comply with the conditions will be considered

1. No late applications will be considered.
2. The Municipality is an equal opportunity employer and as such will observe the requirements of the **Employment Equity Act** and its **EE plan**
3. **Note that BVM is using a new Recruitment Portal which is an online portal.**
4. **Only online applications will be accepted.**
5. To apply in assured confidence, please do so online via the Link: <https://bvmjobs.mcidirecthire.com>
6. **When applying online: Please ensure that you fill in all required Fields.**
7. **Also attach an updated CV (Including details of at least 3 contactable WORK REFERENCES and the relevant numbers), certified copies of qualifications, and covering letter.**
8. Any candidate appointed at the **Breede Valley Municipality** will sign an employment and performance agreement that will be subject to probation monitoring and performance monitoring in accordance with the Local Government: Municipal Staff Regulations.
9. Candidates will be subjected to a Practical Assessment.
10. **For enquiries contact the Human Resources Office at 023 348 4961 or on email address: jobs@bvm.gov.za**
11. Canvassing with Councillors or any other decision-maker is not permitted, and proof thereof will result in disqualification.
12. Fraudulent qualifications documentation will immediately disqualify any applicant.
13. If you have not heard from us within 60 days of the closing date, please accept that your application has been unsuccessful.

All applications should reach us by **30 May 2025 at 13:00.**

The Municipality reserves its right not to make an appointment.