

NOTICE BOARD ADVERTISEMENT

DEPARTMENT: FINANCE & CUSTOMER SERVICES

DIVISION: CUSTOMER SERVICES

Temporary fixed term contract: **CUSTOMER ACCOUNTS AGENT** (GRADE B4) (online application)

PURPOSE OF THE JOB

Responsible for the processing of applications of all Municipal Services requests as well as to ensure that customer queries in all municipal cash halls are timeously attended to and resolved.

KEY PERFORMANCE AREAS

- Process applications for all municipal services request including sundry accounts for miscellaneous services.
- Attend to customer accounts queries/complaints (walk ins)
- Achieve SLA and performance measures to ensure customer satisfaction with the services provided.
- Customer service management to ensure customer satisfaction.
- Improve service delivery.

REQUIREMENTS

Grade 12, one (1) year experience in customer care with a code B/BE driver's license.

DEPARTMENT: HOUSING, PROPERTY MANAGEMENT & HUMAN SETTLEMENT

DIVISION: PROCUREMENT MANAGEMENT UNIT

TEMPORARY FIXED TERM CONTRACT: **SOURCING SPECIALIST** (JOB GRADE – B5) (online application)

PURPOSE OF THE JOB

Procurement of goods and services in line with the Public Procurement Act and Regulations and to ensure optimal suppliers participation in the procurement process.

KEY PERFORMANCE AREAS:

- Implement and maintain purchase order processing.
- Sourcing of goods and services.
- Manage and maintain supplier/customer relations.
- Promotion of SME's in accordance with provisions of Public Procurement Act.

REQUIREMENTS

Bachelors Degree: Logistics & Supply Chain Management (NQF: 7). A minimum of three (3) years experience in purchasing, finance and logistics with a valid code B/BE driver's license.

DEPARTMENT: HOUSING, PROPERTY MANAGEMENT & HUMAN SETTLEMENT

DIVISION: HUMAN SETTLEMENT

TEMPORARY FIXED TERM CONTRACT **SETTLEMENT DEVELOPMENT OFFICER: SETTLEMENT DEVELOPMENT** (GRADE B2) (online application)

PURPOSE OF THE JOB

Implement informal settlement development programmes and facilitate the provision as well as maintenance of communal service infrastructure.

KEY PERFORMANCE AREAS

- Implement the informal settlement upgrading and development strategy.
- Houses in informal settlement.
- Demarcate block erven.
- Coordinate the provision and maintenance of communal water and sanitation facilities, conversion of communal conventional water to pre-paid water points in informal settlements.
- Empower communities to acquire land through savings groups initiatives.
- Provide logistical support during Council monthly meetings and events, facilitate the election of community leaders in informal settlements and provide support to Public Participation Section during public meetings.

QUALIFICATION REQUIREMENT

Bachelors Degree: Land Administration/Education/Regional and Rural Development or equivalent with a minimum of two (2) years job related experience. Knowledge required in project management, demarcation, settlement development, conflict resolution and customer care/ services.

DEPARTMENT: ECONOMIC DEVELOPMENT & COMMUNITY SERVICES

DIVISION: EMERGENCY AND DISASTER RISK MANAGEMENT

TEMPORARY FIXED TERM CONTRACT: **COOK** (FIXED SALARY) (online application)

PURPOSE OF THE JOB

To prepare and serve food to clients, perform general cleaning duties as well as related task as assigned.

KEY PERFORMANCE AREAS

- Prepare food for staff members.
- Assist in emergency food preparations during emergencies/disasters.

QUALIFICATION REQUIREMENT

Grade 12 with a minimum of 6 months knowledge in food preparation.

DEPARTMENT: ELECTRICITY

DIVISION: PROTECTION & SYSTEMS

TEMPORARY FIXED TERM CONTRACT : **PROJECT LEADER** (FIXED SALARY) (online application)

PURPOSE OF THE JOB

To ensure good quality/accuracy of data captured, to supervise the team.

KEY PERFORMANCE AREAS

- Project leader/supervisor.
- Ensure good quality/accuracy of data captured from the field.
- Submit weekly and monthly reports.
- Overall supervisor of the team.
- Must be able to work odd hours/ after-hours/weekends as per the project needs.

QUALIFICATION REQUIREMENTS

Bachelors of Technology or Bachelors of Science degree: Electrical Engineering with two (2) years Project management experience and experience in running similar projects as a Team Leader (Meter audits/verification). Project management qualification will be an added advantage. A valid code B/BE driver's license which should be older than 1-year. Proficiency in Microsoft (Excel, word, PowerPoint & Projects) reporting.

DEPARTMENT: ELECTRICITY

DIVISION: PROTECTION & SYSTEMS

TEMPORARY FIXED TERM CONTRACT : **CALL/ENQUIRY OFFICER** (FIXED SALARY) (online application)

PURPOSE OF THE JOB

To attend to calls and queries from customers and team members and reporting of daily activities to the Project Leader.

KEY PERFORMANCE AREAS

- Attending to calls & queries from customers & Team members.
- Explaining of the TID rollover project to customers.
- Recording of information as received from callers.
- Reporting of daily activities to the Project Leader.

QUALIFICATION REQUIREMENT

Diploma in Public Relations / Media Studies / Marketing/Business Administration and two (2) years experience in a similar environment.

DEPARTMENT: ELECTRICITY

DIVISION: PROTECTION & SYSTEMS

TEMPORARY FIXED TERM CONTRACT : **DATA CAPTURER** (FIXED SALARY) (online application)

PURPOSE OF THE JOB

To capture data from the field, preparation of reports, assist with data management and assist with filing.

KEY PERFORMANCE AREAS:

- Capture data from the field.
- Assist with the preparations of reports.
- Assist with data management.
- Assist with filing.
- Liaising with the project stakeholders.

QUALIFICATION REQUIREMENT

Diploma :Business Administration/Computer Science. A Bachelors Degree in Business Administration / Computer Science qualification will be an added advantage. Two (2) years' experience in data capturing.

DEPARTMENT: ELECTRICITY

DIVISION: PROTECTION & SYSTEMS

TEMPORARY FIXED TERM CONTRACT : **TEAM LEADER** (FIXED SALARY) (online application)

PURPOSE OF THE JOB

To supervise a team in the field, reporting daily activities to the Project Leader and quality verification of information from the field.

KEY PERFORMANCE AREAS:

- Supervises his/her team in the field.
- Responsible for reporting the daily activities to the Project Leader.
- Dropping off and picking up of team members from the field.
- Replacing of any defective meters during the project execution.
- Quality verification of information from the field.
- Spot check of the work being carried out by the subordinates.
- Must be able to change/replace meters as well as remove bypass
- Must be able to work odd hours/ after-hours/Weekends as per the project needs.

QUALIFICATION REQUIREMENT

Diploma: Electrical General/Trade Diploma/Trade Certificate on Level 3 or higher, be an added advantage with two (2) years' experience as an Electrician/Foreman/Technician. Experience in similar projects (Meter audits/verifications) will serve as an added advantage. A valid code B/BE drivers license older than one (1) year with a Public Driving Permit (PDP) as an added advantage.

DEPARTMENT: ELECTRICITY

DIVISION: PROTECTION & SYSTEMS

TEMPORARY FIXED TERM CONTRACT : **TEAM MEMBER** (FIXED SALARY) (online application)

PURPOSE OF THE JOB

Responsible for punching tokens in the meters, collecting data in the field and perform meter auditing on installations. Replacement of defective meters during the project execution.

KEY PERFORMANCE AREAS:

- Punching the Tokens in the meters.
- Collecting data in the field.
- Meter audits on the installations.
- Replacement of defective meters during the project execution.
- Must be able to walk from door to door during the project execution.
- Driving duties from time to time as per the project needs.
- Reporting off daily activities to the Team Leaders.
- Must be able to work odd hours/ after-hours/Weekends as per the project needs.
- Sealing of meters and recording the seal numbers.
- Carry out meter readings, recording and reporting duties
- Meter installations verification and rectification
- Identify any tampering/illegal connections and take pictures for rectification
- Rectify/remove bypass
- Carry out day to day administration and reporting on relevant data collected
- Update database to match field records
- Engage and ensure satisfaction with customers on site

QUALIFICATION REQUIREMENT

A Trade Diploma: Electrical General/Trade Diploma/Trade Certificate on level 3 Electrical General. A minimum of one (1) year experience in similar projects (Meter audits/verifications) with a valid code B/BE drivers license older than 1-year which will serve as an added advantage.

APPLICATION PROCEDURE:

Online applications

Register CV's electronically, browse jobs and apply, on Council's website, www.cityofwindhoek.org.na (Should you find it difficult to log on to the website, contact the following numbers: (061 290 3671/2001/3032/2616/3657).

NO WRITTEN APPLICATIONS WILL BE ACCEPTED

It is important to note that only applicants with the required qualifications will be considered for interviews. **Qualifications obtained from outside Namibia must be evaluated by NSA (Namibia Qualification Authority).** Qualifying women and persons with disability are encouraged to apply.

Only short-listed candidates will be contacted. Please note that original qualifications will be required before interviews are conducted and reference check (job background check) on shortlisted candidates will be done with current and or recent supervisors.

Shortlisted candidates will be subjected to further competency assessment and may be required to undergo a pre-employment medical examination.

Closing date: 16 DECEMBER 2022

Advert No: 05/2022

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Corporate Communications, Marketing and Public Participation

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