

67 Church Street, EmaXesibeni, 4735
Tel: +27 (0)39 254 6000
Fax: +27 (0) 39 255 0167
Web : www.umzimvubu.gov.za



Dabula Street, Sophia, KwaBhaca
P/ Bag 9020, KwaBhaca, 5090
Tel: +27 (0)39 255 8500
Fax: +27 (0) 39 255 0167

UMZIMVUBU

— LOCAL MUNICIPALITY —

VACANT POSITIONS **NOTICE NO: 12/2025/2026**

Umzimvubu Local Municipality with its mission to properly plan and deliver quality and sustainable services to improve the socio-economic status within the broader Umzimvubu community hereby invites applications from committed self-driven individuals who want to accelerate their careers in the fields mentioned herein through rendering services of high quality and exceptional intelligent in order for it to maintain its vision of moving to limitless possibilities.

DIRECTORATE: SPECIAL PROGRAMMES & COMMUNICATION **CUSTOMER CARE COORDINATOR**

TASK GRADE 12

PERMANENT

R401 049,25 – R520 584,07 PER ANNUM

MINIMUM REQUIREMENTS: Grade 12 • National Diploma in Public Administration/ Public Management (NQF 6) • Computer Literacy • Communication Skills • Minimum of Three (03) years Customer Care experience in Local Government • Minimum Code EB Driving License • Good Report Writing Skills.

KEY PERFORMANCE AREAS: - Coordinate and Monitor Planning, Implementation, and Performance of Capital, Rehabilitation, and Maintenance Projects • Develop and Track Project Plans, Deliverables, Timelines, and Performance Indicators • Manage and Coordinate Customer Care Services, Stakeholder Engagement, and Service Delivery Support Initiatives to Ensure Responsive, Effective, and Customer-focused Municipal Service Delivery. • Liaise with Municipal Departments, Communities, and Stakeholders to Promote Effective Communication and Service Delivery • Facilitate Community Awareness Programmes and Stakeholder Engagement Activities • Manage and Monitor Service Requests, Complaints, and Customer Feedback to Ensure Adherence to Service Standards • Coordinate Administrative and Reporting Functions Relating to Customer Care and Service Delivery Activities. • Compile Reports, Maintain Records, and Provide Information to Support Decision-Making and Performance Monitoring.

Closing date: 08 July 2026

Time: 14H30

NOTICE NO: 12/2025/2026

All Applications must be submitted with an application form accompanied by a comprehensive CV, with specific starting and ending dates in all positions. Only shortlisted candidates will be required to submit certified documents on or before the interviews. An application form (MARKED 'APPLICATION FOR EMPLOYMENT') is obtainable from our website: www.umzimvubu.gov.za or from any of our municipal offices. All applications should be hand delivered to Dabula Street Sophia (New Municipal Offices), KwaBhaca, 5090/ 67 Church Street, Mount Ayliff (EmaXesibeni), 4735 or emailed to Recruitment@umzimvubu.gov.za

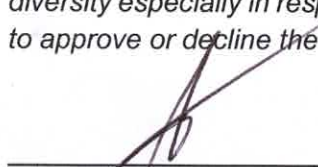


People with disability are encouraged to apply

NB. Failure to submit documents listed above will result in disqualification. Background screening will be done to shortlisted candidates.

Enquiries: Amanda Masentse (039) 255 8500/8562.

Canvassing support from Municipal Officials and Councillors is prohibited and any person found guilty thereof, will be disqualified with immediate effect. The Umzimvubu Local Municipality is committed to achievement and maintenance of employment equity and diversity especially in respect of race, gender and disability. The Municipality reserves the right to approve or decline the appointment.



MR. G.P.T. NOTA
MUNICIPAL MANAGER

17 June 2026
DATE