



STELLENBOSCH  
STELLENBOSCH • PNIEL • FRANSCHHOEK

MUNICIPALITY • UMASIPALA • MUNISIPALITEIT

**CUSTOMER INTERFACE OFFICER  
LAND USE MANAGEMENT  
PLANNING AND ECONOMIC DEVELOPMENT  
REF: PED/DM/LUM/URB/02**

**Minimum requirements:** Grade 12 • 2-5 years' relevant experience demonstrating customer focus orientation  
• Computer literacy (Microsoft Office suite)

**Other Requirements:** Language proficiency in at least two of the three official languages of the Western Cape (Afrikaans, English and Xhosa) • A friendly calm personality to interact with various customers on a daily basis and to answer basic questions politely and helpfully • Understanding service needs and sound interpersonal relations to ensure customer satisfaction • Good verbal and written communication skills.

**Responsibilities/Duties:** Assist with activities associated with land use applications in order to ensure that visitors or people making enquiries are informed of the basic land use management functions • Interacting and making information available to the public, land owners, applicants, consultants or authorities regarding application procedures and relevant requirements for the submission of land use applications and appeals • Check compliance of land use applications to legislative requirements and operating procedures • Implement, update and maintain databases, records and registers relating to information on land use management applications.

**Added Advantage:** relevant experience in a municipal environment

**Job related enquiries:** Ms Liezel Poulton 021 808 8664 or Mr Stiaan Carstens 021 808 8674

**General enquiries:** Ms Lucretia Koegelenberg 021 808 8102 or Ms Evan Williams 021 808 8059 or  
Ms Lisa Patience 021 808 8064

**Salary:** R 268 026.32 - R 347 950.93

**Plus benefits**

**Note: Both the T-grade and post name is subject to re-evaluation and changes will be implemented on receipt of a T.A.S.K outcome**

---

*Applications, clearly marked and accompanied by a completed official application form of Stellenbosch Municipality, a comprehensive CV, certified copies of qualifications and all documents required in terms of the minimum requirements of the advertisement, details of contactable referees, must be emailed to Human Resource Management Services at Stellenbosch Municipality at the following email address specifically linked to the above Directorate: [pedjobs@stellenbosch.gov.za](mailto:pedjobs@stellenbosch.gov.za)*

*Applicants who do not meet all/any minimum requirement(s) of the post, or who fail to submit all required supporting documentation, will not be considered. Applicants are reminded that submission of an official Stellenbosch Municipality application form is compulsory. Application forms are available on the Stellenbosch Municipal website: <https://stellenbosch.gov.za>*

*Applications for the above-mentioned vacancy must be submitted via the provided email address only. No hand-delivered or posted applications will be accepted or considered.*

*Please note: By applying for this position, candidates consent to verification checks relating to qualifications, criminal records, and any other relevant screening processes, and must be willing to be subjected to a rigorous evaluation and selection process. **Please note where driver's licenses are required shortlisted candidates will undergo a driver competency test.** Receipt of applications will not be acknowledged, and supporting documentation submitted will not be returned.*

*Canvassing with Councillors, any decision-maker, or any member of the Selection Committee is strictly prohibited, and proof thereof will lead to disqualification.*

**Closing Date: 11 May 2026**

*Stellenbosch Municipality is an Equal Opportunity Employer. Candidates from designated groups, including persons with disabilities, are encouraged to apply. The provisions of the Employment Equity Act will be considered as part of the selection criteria and process.*

*If you do not receive any feedback within ten (10) weeks after the closing date, please consider your application unsuccessful*

*For more information on vacancies, visit [www.stellenbosch.gov.za](http://www.stellenbosch.gov.za).*

*The Council reserves the right not to make an appointment and further reserves the right to amend, vary or change the remuneration package attached to the post*

---