



**SENIOR ADMINISTRATIVE OFFICER
CUSTOMER RELATIONS MANAGEMENT
CORPORATE SERVICES
REF: CS/ASS/RO/CR/01**

Minimum Requirements: Grade 12 • 5 years' relevant experience with supervisory experience • Computer literacy.

Other Requirements: Should be able to function independently and within a team • Ability to function under stressful and demanding circumstances • Bilingual (speak and write) in at least 2 of the 3 official languages of the Western Cape (English, Afrikaans or Xhosa). Should be able to diffuse conflict with difficult customers • Should have report writing skills and the ability to draw analytical conclusions based on statistics from the Municipal Customer Care System • Able to train other staff members • Supervisory skills • Visit customer care desks within WC024 to ensure services delivery and supervision.

Responsibilities/Duties: Implement a training program on the customer care system • Monitoring the customer care system in order to follow up with Line Departments on outstanding complaints • Supervise the Customer staff and Switchboard Operators • facilitate implementation and amendments with the Service Provider • Provide budget input and understand municipal supply chain processes • Establish mechanisms to provide feedback on municipal services • Supervise all customer care desks in WC024 and stationed at customer care center in the NPK building.

Added Advantage: Valid Code B driver's license

Job related enquiries: Mr William September 021 808 8774

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

Salary: R 440 577,45 – R 571 886,51

Plus Benefits

Applications, clearly marked and accompanied by the application form, a comprehensive CV, certified copies of qualifications, licenses and the details of contactable referees, must be emailed to the Human Resource Management Services at Stellenbosch Municipality at the following email address specifically linked to the above Directorate: corporatejobs@stellenbosch.gov.za

Your application must be completed on an official application form of Stellenbosch Municipality and will not be considered if not submitted.

Application forms can be found on the Stellenbosch Municipal website <https://stellenbosch.gov.za>

Applications for the above-mentioned vacancy must be sent via the given email. If not, it will not be considered. No hand-delivered or posted applications will be considered.

Please note: By applying for this position, the candidate consents to verification checks of qualifications, criminal records and must be willing to be subjected to a rigorous evaluation process. Receipt of applications will not be acknowledged and no supporting documentation will be returned. Canvassing with Councillors or any other decision-maker/ member of the Selection Committee, is not permitted and proof thereof will result in disqualification of your application.

Closing date: 07 October 2026



Stellenbosch Municipality is an Equal Opportunity employer. Appointments will be made in accordance with the Municipality's approved Employment Equity Plan (EE Plan) in terms of section 20 of the Employment Equity Act 55 of 1998. Candidates from the designated groups, especially those with disabilities, are encouraged to apply. Candidates are encouraged to self-identify their designated group status on the application form. If you do not hear from us within ten (10) weeks of the closing date, please regard your application as unsuccessful. For more details on vacancies, visit our website www.stellenbosch.gov.za The Council reserves the right not to make an appointment and to add/amend/change the salary package.
