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STUDENT INTERNSHIP POSITION: **TRANSPORT DEPARTMENT**

An internship programme is an intervention by the City of Johannesburg to address the growing demand by a tertiary institution for students to undergo on-the-job exposure, as a pre-requisite to acquire an academic qualification or as a requirement after the acquisition of academic qualification to obtain experiential training. The City is committed to providing work-based training for students.

- This internship opportunity is applicable to youth in the Johannesburg communities, who qualifies for this internship and have never participated in an internship programme before.
- This Vacancy is open to all qualifying **STUDENTS** in the Johannesburg Community for a period **not exceeding 18 months**
- Interested applicants are invited to apply for the positions listed in the circular.
- Complete the online job application form and attach all relevant documents (Certified Qualification/s, ID, and CV).
- Applicants are advised to use Google Chrome when applying for CoJ positions.
- The City of Johannesburg reserves the right not to make an appointment.
- Appointments will be made in accordance with the COJ Employment Equity policy and People with disabilities are encouraged to apply.
- The City of Johannesburg is an equal opportunity employer.
- Any misrepresentation or failure to disclose material information on the application form or CV will automatically disqualify your application.

WHERE TO APPLY

https://www.joburg.org.za/work/_Pages/Work%20in%20Joburg/Vacancies/2021%20Internships/2021-Internships.aspx

Applicants are respectfully informed that, if no notification of appointment/response is received within six (6) weeks of the closing date, they must accept that their application was unsuccessful. By submitting your application for a position at the City of Johannesburg, you are consenting that the personal information submitted as part of your application may be used for the purposes of the Recruitment and Selection and related process. In terms of the Talent Acquisition Policy of the City of Johannesburg, you hereby consent to the following risk checks should your application be shortlisted: Credit Record, CV validation and Employment record verification, Criminal check, and Identity validation.



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The City of Johannesburg (CoJ), Transport Department has the following Internship opportunity available for a period NOT exceeding eighteen 18 months

Department: Transport
Branch: Marketing and Communication
Designation: Internship: Customer Care Agent
Remuneration:

(Qualification completed with min 360 credits): **R9 531,54 pm (Basic Salary, no benefits)**

LOCATION: Old Mutual Building, 75 Helen Joseph Street

Minimum Requirements:

- Grade 12 (NQF level 4) plus Diploma in Marketing / Business Management / Business Administration or NQF level 6 qualification.
- Only City of Joburg residents will be considered.

Primary Function:

Provide highly proficient and efficient customer service that satisfies customer requirements and expectations, producing first contact resolutions while upholding quality and consistency in service delivery.

Key Learning Areas:

- Provide customers with accurate information about products and services offered by the company and maintain records of customer interactions.
- Provide high quality and professional query resolution that ensures customers satisfaction;
- Manage customer complaints in line with applicable standard operating procedures;
- Build and improve relationships with customers to enhance loyalty, communication internal and external functioning of Rea Vaya, resulting in increase profitability;
- Executing effecting stakeholders relations management in line with applicable policies and standard operating procedures;
- Ensure timeous and accurate reporting of customer care related activities;

Leading Competencies:

- Customer Services Orientation skills;
- Listening skills;
- Computer Literacy- Microsoft Office Applications- Word, Excel & PowerPoint.
- Customer complaints and resolutions skills;
- Good coordination and Organising skills;
- Good communication skills (verbal, listening and written).

Core Learning Competencies:

- Knowledge of customer complaints and resolution methodologies, process, procedures and systems.
- Knowledge of local government environment;
- Records administration related knowledge;
- Attention to detail;
- Initiative and proactiveness.



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ENQUIRIES ONLY:

Contact Person: Rutana De Klerk

Tel No: (011) 022 8656

Please take note that only online applications will be considered. Please apply by using the following link below:

https://share-eu1.hsforms.com/1JY2qkjrVQiSCswfER_ee1gew554

APPLY ONLINE VIA WEBSITE: www.joburg.org.za

CLOSING DATE: WEDNESDAY, 28 AUGUST 2024

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