



Drakenstein Municipality, an employer that is committed to equal employment opportunities, invite people who qualify to apply for the abovementioned vacancy within its Engineering Services Department.

**PERSONNEL VACANCY**  
**EXTERNAL AND INTERNAL APPLICATIONS WILL BE CONSIDERED**

**CUSTOMER CARE CLERK (REF NO: IS-EL-CC10)**

**DEPARTMENT: ENGINEERING SERVICES**

**DIVISION: ELECTRO TECHNICAL ENGINEERING**

**SECTION: Administrative Support**

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| <b>SALARY SCALE</b> | <b>TASK LEVEL 07 -Total cost to company- R377 893.30 – R464 987.32 per annum<br/>Benefits: Housing subsidy, Medical aid, Pension and Grouplife</b> |
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**JOB PURPOSE:**

Co-ordinate and implements procedures and applications associated with the delivery of a customer service and dispatching of the correct emergency service staff, to promote and achieve service delivery objectives and executes procedural and administrative requirements to facilitate alignment of needs and priorities in order to enhance the image of the Municipality.

**SELECTION REQUIREMENTS FOR THE POST:**

- Grade 12
- Computer Literacy: MS Office

**OTHER REQUIREMENTS/SKILLS:**

- Excellent Telephone etiquette
- Knowledge of basic electrical procedures
- Good typing skills
- Good interpersonal and communication skills
- Client orientated
- Proficient in at least 2 of the official languages of the Western Cape

**EXPERIENCE:**

- **2 - 5 years' experience**

**COMPETENCIES**

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| <ul style="list-style-type: none"><li>• Written Communication</li><li>• Influence</li><li>• Organisational Awareness</li><li>• Planning and Organising</li><li>• Use of Technology</li></ul> | <ul style="list-style-type: none"><li>• Oral Communication</li><li>• Ethic and Professionalism</li><li>• Problem Solving</li><li>• Business Processes</li><li>• Data Processing and Analysis</li></ul> |
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| <ul style="list-style-type: none"> <li>• Interpersonal Relationships</li> <li>• Service Delivery Orientation</li> <li>• Action Orientation</li> <li>• Change Readiness</li> <li>• Learning orientation</li> </ul> | <ul style="list-style-type: none"> <li>• Communication</li> <li>• Client Orientation and Customer Focus</li> <li>• Resilience</li> <li>• Cognitive ability</li> </ul> |
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**GENERAL INFORMATION:**

1. A service bonus equivalent to one month’s salary, where applicable, will be payable and be supplemented by the normal benefits applicable to the Municipality including housing allowance for homeowners subject to certain conditions.
2. The Municipality is an equal opportunity employer and respects the conditions of the Employment Equity Act. Preference will be given to candidates who comply with the Employment Equity Targets but will not be the only criteria applied.
3. All applications are subject to reference checking and verification of qualification checking, which means that by applying for a position at the Municipality, you give us consent to do the various checking.
4. Applications received after the closing date, or which have been received without the application form and documentation/s mentioned below will not be considered.
5. Canvassing of any councillor and/or member of the Appointment Committee and/or any personnel member of the Municipality will not be allowed and will immediately disqualify applicants.
6. Only short-listed applicants will be contacted for interviews. Applicants can regard their applications as being unsuccessful if no feedback has been received within three (3) months from the closing date.
7. Placement of candidates for work can be done in any area of Drakenstein. This area covers Simondium, Paarl, Wellington, Gouda, Hermon and Saron.
8. Applications within the **Drakenstein municipal area** will be receiving preference.
9. The Municipality respects the conditions of the Protection of Personal Information Act. By submitting your information and application you confirm that the information you have provided to us is true, correct and up to date.
10. Successful candidates will be expected to sign a contract of employment, disclosure of benefits and interest and a performance contract (where applicable) with the employer.
11. Candidates that arrive late for interviews will be disqualified.
12. The Municipality reserves the right not to make an appointment.

Application forms can be obtained from the Human Resources Offices at the Civic Centre, Berg River Boulevard, Paarl, 7622 (Mondays to Fridays from 08:00 until 15:30) or on the Drakenstein Municipal website [www.drakenstein.gov.za](http://www.drakenstein.gov.za). Clearly indicate the reference number for the post you are applying for on the pre-scribe application form. Your fully completed application form must be accompanied by your CV and relevant certified supporting documents when handing it in. Certified copies must not be older than three (3) months **No fax copies will be accepted. No CVs will be returned on the applicant’s request, therefore please do not send us your original certificates.**

Your application can be submitted via email to: [engineeringjobs@drakenstein.gov.za](mailto:engineeringjobs@drakenstein.gov.za), hand delivered or posted to Drakenstein Municipality, Human Resource Offices, PO Box 1, Berg River Boulevard, Paarl, 7622.

**Closing date for emailed applications: 24 April 2026 at 23h59**

**Closing date for hardcopies: 24 April 2026 at 15h30**

**CITY MANAGER**