



silulumanzi

A **SAWW** Company

VACANCY

THE FOLLOWING POSITION IS AVAILABLE AT SILULUMANZI

1 X CONTROL ROOM OPERATOR

Department: Public Relations.

Report to: Control Room Supervisor.

Location: Mbombela, Head Office.

The successful applicant is required to perform the following key functions, amongst other duties:

- Receive customer queries/complaints, handle complaints effectively, ensure customer satisfaction and follow-up with customers.
- Log customer complaints on electronic database.
- Address internal job card requests from billing, engineering, and operations.
- Basic reporting as and when required.
- Managing certain activities e.g. sign-in & out of keys and logging of after hour staff movement.
- Monitor telemetry reservoir levels on SCADA.
- Update bulletin board according to procedure and forward to relevant stakeholders.
- Dispatch all job cards to foremen and relevant personnel as per desired job request.
- Do customer bill enquiries and issuing bulk account statements.
- Process water reconnection administration after hours and over the weekends.
- Handle after hours complaints on standby phone.
- Prepare water disruption notices and circulate on social media.
- Handle flooded properties and do all necessary arrangements as required.
- Monitor vehicle tracking system and compile report as and when requested.

The applicant is required to have:

- Grade 12 and prior relevant experience needed.
- At least 1 year work related experience in the same/similar business environment.
- Experience to work on EDAMS Billing system and O&M System would be an added advantage.

Applicants that meet the above requirements can submit their CVs via E-mailed to:

xolani.voma@silulumanzi.com

Hand-delivered to 18 Nel Street, Mbombela, 1200 – HR Department

Applications are to be submitted by no later than Friday, the **22nd of March 2024**. If you have not been contacted within 21 days of the closing date of this advertisement, please accept that your application was unsuccessful.

Silulumanzi is an equal opportunity employer and the selection of persons to fill the above post will be in terms of our Employment Equity plan. Candidates who reside within the service area of Silulumanzi in Matsulu will be given preference.

Only successful candidates will be contacted.