

JOB DESCRIPTION/JOB MODEL

NAME:	PERSAL NUMBER

A. JOB INFORMATION SUMMARY

JOB TITLE	Assistant Manage: Customer Care
CORE	Administrative Personnel
JOB LEVEL	Level 9
DATE	
LOCATION	Bisho
COMPONENT	Customer Care Unit
POST REPORT TO	Manager:
JOB CLASSIFICATION CODE	Middle Management

B. HIERARCHICAL POSITION OF POST

<p>Manager Assistant Manager</p>

C. JOB PURPOSE (Linked to Strategic Plan)

D. MAIN OBJECTIVES (Key performance area (KPA's))

	MAIN OBJECTIVES	%
1	<p>Monitor and implement customer care services in relation to social service delivery.</p> <ul style="list-style-type: none"> ○ Attend to statistics received from all Departmental institutions on resolved and unresolved complaints. ○ Formulate policy guidelines on handling complaints. ○ Interpret and monitor implementation of policy guidelines. 	25
2	<p>Establish a client satisfaction system in the entire province.</p> <ul style="list-style-type: none"> ○ Develop policy and guidelines and circulate them to institutions. ○ Interpret and monitor the implementation of policy and guidelines. 	25
	<p>Set up a complaint system to all institutional facilities in the Province.</p> <ul style="list-style-type: none"> ○ Ensure that each institution has a helpdesk and Information Officer with contactable Details and is publicised in the area 	25
	<p>Coordination and management of complaint redress for customers.</p> <ul style="list-style-type: none"> ○ Hold resolution meetings with complainants and Directorate concerned. ○ Conduct counselling sessions for customers. ○ Conduct site visits and workshops for users and communities on implementation of Batho Pele. ○ Ensure facilitation of Human and Social rights Seminars and Workshop to all 	25

	Departmental facilities in the Province.	
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E. DIMENSIONS OF THE POST

PERSONNEL BUDGET	EQUIPMENTS VALUE	STORES VALUE	BUILDING BUDGET

F. PERFORMANCE STANDARDS & INDICATORS (Based on main objectives)

Performance standard (measurable outputs / end results) MAIN OBJECTIVES	Indicator (Indicating how well / if standards were achieved)
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G. OUTPUTS PROFILE

Key customers	Requirements	Outputs
Assistant Manager	Report on progress / planning input	<ul style="list-style-type: none"> • Monthly reports • Implementation of relevant policies • Render Related services • Service reports • Routine reports and notes • Protocols
Departmental Staff/ colleagues	Teamwork, liaising, information-sharing to optimize Customer Care services rendered Good communication Feedback, referrals	<ul style="list-style-type: none"> • Routine memos and notes • Technical guidelines • Statistics
Multi disciplinary staff members	Using multidisciplinary team to render support to the Customer Care management, Co-operation, support, referral	<ul style="list-style-type: none"> • Referral reports / file notes • Regular meetings minutes

H COMPETENCY PROFILE

Knowledge	Skills	Personal attributes	Learning field
Knowledge of Departmental Core business and Public Service Legislation, Regulations and Policies.	Good Communication skills; Report writing skills; Facilitation skills; Co-ordination skills; Liaison skills; Networking , Decision-making skills, Policy Formulation Skills	Responsiveness; Pro-activeness; Professionalism; Accuracy; Flexibility; Independent; Co-operative; Team player; supportive; compassion, empathy, patience	Understanding of the relevant Acts/prescripts and legislations
Knowledge in the application of Public Service Customer Care Policies	Good Communication skills; Report writing skills; Facilitation skills; Co-ordination skills; Liaison skills; Networking , Decision-making skills, Analytical thinking,	Responsiveness; Pro-activeness; Professionalism; Accuracy; Flexibility; Independent; Co-operative; Team player; supportive compassion, empathy, patience;	Degree/National Diploma in a related Qualification (3yrs) Three to Five years experience required Training in ethics Ability to collect and collate data Demonstrative ability to apply health for planning, ability to work under pressure; Continuous professional and ethical behavior

I. INDIVIDUAL DEVELOPMENT PROGRAMME (PRIORITY)

**** IT WOULD DEPEND ON THE INDIVIDUAL DEVELOPMENT PRIORITIES

J. CAREER PATHING

J.1 PROMOTION TO THE NEXT HIGHER POST

1. Next higher post : Manager
2. Nature of work in next higher post: -As required in the higher post

K. AMENDMENTS TO THE JOB DESCRIPTION

- The Head of Department or his/her nominee reserves the right to make changes and alterations to this job description, as he/she deem reasonable in terms of changes in the job content in line with the strategic objectives of the Department, after due consideration with the postholder.

L. PERFORMANCE INSTRUMENTS

- The performance instrument of the postholder, should be read as an extension of this job description.

M. JOB DESCRIPTION AGREEMENT

- We, the undersigned agree that the content of the completed Job Description/Job Model gives an accurate outline and picture of the job as expected from the incumbent in this job:

SUPERVISOR:	JOB INCUMBENT:
RANK: Manager	RANK: Assistant Manager
DATE:	DATE:
ACCEPTED	SIGNATURE:
Additional comments/proposed time of revision of this job description: - only if there are changes in the job content.	
Date of revision:	