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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 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).
- 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.

### **WHERE TO APPLY**

[https://www.joburg.org.za/work\\_/Pages/Work%20in%20Joburg/Vacancies/2021%20Internships/2021-Internships.aspx](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

<b><u>DEPARTMENT:</u></b>	<b>Transport</b>
<b><u>BRANCH:</u></b>	<b>Service Promotions</b>
<b><u>DESIGNATION:</u></b>	<b>Internship: Walk-In Centre (Customer Care)</b>
<b><u>REMUNERATION:</u></b>	
(Qualification completed with min 360 credits):	<b>R9 043,21 pm (Basic Salary, no benefits)</b>
(Enrolled as a student)	<b>R3 500,00 pm (Basic salary, no benefits)</b>
<b><u>LOCATION:</u></b>	<b>75 Helen Joseph Street, Old Mutual Building, Johannesburg</b>

**MINIMUM REQUIREMENTS:**

- Grade 12/NQF 4;
- Diploma/Degree in Business Management/Business Communications/Public Relations/Marketing and Communications or any related customer services qualification;
- Only City of Joburg residents will be considered.

**PRIMARY FUNCTION:**

**Interact with customers at the Customer Care Walk-In Centres to provide and process information in response to enquiries, concerns and requests about Public Transport products and services.**

**KEY PERFORMANCE AREAS:**

- Customer Information, Queries and Complaints;
- Administrative Duties;
- Provision of Customer Relationship Services;
- Reporting;
- Financial Duties.

**LEADING COMPETENCIES:**

- Customer Care Management, Business Management, Public Relations, Marketing and Communications skills;
- Computer literacy (MS Word and Excel);
- Good communication (verbal, listening and written) and coordinating skills;
- Project management capabilities;
- Time management and multi-tasking;
- Attention to detail.

**CORE COMPETENCIES:**

- Product knowledge;
- Language proficiency (reading and writing) in English and excellent written, verbal and listening communication skills;
- Problem analysis and problem solving;



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- Conflict resolution ability;
- Ability to work with numbers.

**ENQUIRIES ONLY:**

**Contact Person:** Humphrey Mphahlele  
**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.hsforms.com/1Ba39P1jfRgimrH0wyYijSQ469tl>

**APPLY ONLINE VIA WEBSITE:** [www.joburg.org.za](http://www.joburg.org.za)

**CLOSING DATE: TUESDAY, 25 OCTOBER 2022**

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