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City Of Johannesburg Internship Programme 2026/2027 For Call Centre

Description

The City of Johannesburg (CoJ) Group Finance Department invites applications for its Call Centre Internship Programme for the 2024/2025 period. This initiative aims to provide suitably qualified and unemployed graduates with practical experience in a professional setting, enhancing their skills in customer service and revenue management.

The internship spans a period of up to eighteen months, during which interns will work within the Finance Department's Revenue Shared Services Centre. The program is designed to offer hands-on experience in managing customer queries and supporting the financial operations of the City of Johannesburg.

Responsibilities

Interns are expected to:

- Adhere to standard operational procedures for logging revenue-related queries and ensure they are processed by the relevant department.
- Maintain and update electronic information and records.
- Comply with the City of Johannesburg's Performance Management Policy.
- Foster strong customer and interdepartmental relationships to ensure effective service delivery.
- Utilize operational resources efficiently and in compliance with the City's legislative framework and policies.

Qualifications

Candidates must:

- Possess a Grade 12 certificate along with a relevant tertiary qualification at NQF level 6 or higher, or be currently enrolled in such a program.
- Demonstrate competencies in:
 - Microsoft Office applications.
 - Problem-solving and time management.
 - Listening and communication, both verbal and written.
 - Interpersonal interactions.
- Understanding of billing concepts and functions, retention, recall, and attention to detail.

Job Benefits

The internship offers:

- A monthly stipend of R9,531.54.
- Opportunities to develop practical skills in a professional finance environment.
- Experience in managing and resolving customer queries effectively.
- Exposure to the operations of a large municipal finance department.

How To Apply?

Hiring organization

City Of Johannesburg

Employment Type

Intern

Duration of employment

18 months

Industry

Government Internships

Job Location

Johannesburg, Gauteng, South Africa, 2001, Johannesburg, Gauteng, South Africa

Working Hours

9

Base Salary

R9,531.54

Date posted

December 1, 2024

Valid through

31.12.2026

Interested candidates should submit their applications, including all necessary documentation, to the City of Johannesburg's Group Finance Department. Applications must clearly outline the candidate's qualifications and readiness for the internship role. The City is committed to providing equal opportunities and encourages applications from all eligible candidates.