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WE HAVE AN EXCITING CAREER OPPORTUNITY FOR:

PERMANENT POSITION

SUPERVISOR: PRIVATE HIRE (x1)

INTEGRATED BUSINESS OPERATIONS (IBO)

APPLICATION REQUIREMENTS

- Complete the online job application form and attach all relevant and updated documents (Certified Qualification/s/Certificates, ID, and CV).
- Applicants should take note that they can be required to provide proof of original documents during the selection process.
- You will be requested to provide a brief description of your work experience relating to the vacancy.
- Applicants with membership to professional bodies need to provide a membership number and expiry date.
- If you are an internal applicant, your employee number will be required.
- Applicants are advised to use Google Chrome when applying for Metro Bus positions.

DISCLAIMER

- The MetroBus is currently recruiting and will not demand payment in any form for any job placement.
- The Metro Bus applies the principles of employment equity as per the National legislation and policy guidelines and will consider designated groups in line with these requirements. We are an equal opportunity employer.
- By submitting your application for a position at the Metro Bus, 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 only.
- Metrobus reserves the right not to fill the position.

THIS VACANCY IS OPEN TO EMPLOYEES OF METROBUS , COJ AND EXTERNAL PUBLICATION DATE: 22 NOV 2024

CLOSING DATE : 06 DEC 2024

City of Johannesburg
Metropolitan Bus Services SOC LTD

Transportation House	PO Box 1787	Tel +27(0) 11 403
1 Raikes Road	Johannesburg	4300
Braamfontein	South Africa	Fax +27(0) 11 403
	2000	

DEPARTMENT:	**INTEGRATED BUSINESS OPERATIONS (IBO)**
DESIGNATION:	**PRIVATE HIRE SUPERVISOR (X1)**
REMUNERATION:	**GRADE C5**
LOCATION:	**METROBUS**

Purpose: Oversee and supervise Special Service Clerks. Administration of the people with Disability Transport. Ensure optimal utilization of buses during off peak periods.

Essential Requirements:

- o   Matric/ Grade 12 plus
- o   B-degree (NQF Level 7) with computer literacy and numerical skills in the following fields:
    - ➢   Transport/ Related studies
    - ➢   Administration
    - ➢   Marketing and Communication
    - ➢   Public Management
- o   Minimum of 5 years' experience in Public transportation environment, effective knowledge of the City of Johannesburg Geographical areas.
- o   Willingness to work flexi-hours.

Key performance areas

1. **Attend to Operational Correspondence**
    - ✓   High level of client satisfaction.

2. **Coordinate Special Orders and Special Hire Bus Operations.**
    - ✓   Ensure all special hire orders are forwarded to Schedule Officers well in advance of the required operation date.
    - ✓   Allow sufficient time for depot staff to book drivers and prepare buses.

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✓ Provide Schedule Officers with complete and accurate documentation for each special hire order.
✓ Minimize the risk of errors or omissions that could disrupt operations.

3. **Special Hire Order Management.**
   ✓ Achieving a high rate of error-free processing of special hire orders.
   ✓ Ensuring compliance with Council policies, accurate record-keeping.
   ✓ Proper financial handling.

4. **Section Management**
   ✓ Staff perform in accordance with business unit objectives.
   ✓ Achieve competence
   ✓ Compliance to legislation.
   ✓ A conducive environment for optimal service.

5. **Stakeholder Relationship Management**
   ✓ High levels of satisfaction and positive feedback from stakeholders.
   ✓ Clear, consistent and timely communication with stakeholders, ensuring they are well-informed and engaged.
   ✓ Successful resolution of conflict and disputes, maintaining positive stakeholder relationships.

Core Competencies:

People Management	▪ Operational Correspondence Management. ▪ Quotation Management Client Request Handling.
Customer care and stakeholder relations management	▪ Communication skills, namely ability to listen, understand and respond to internal and external client complaints and requirements. ▪ Time management. ▪ Minimize the risk of errors or omissions that could disrupt operations. ▪ Adaptability. ▪ Relationship building. ▪ Provide Schedule Officers with complete and accurate.

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The successful candidate will be required to enter both a permanent employment contract as well as an annual performance contract with the entity.

Declaration of Financial Interest

On assumption of employment, the successful applicant will make, in the manner prescribed by the entity and to the extent required by the entity, disclosure of financial interest.

Security Vetting

Candidates will also be required to undergo security vetting.

NB: all foreign acquired qualifications must be SAQA accredited.

LOCATION: METROBUS

Certified Application documents and CVs must be submitted online by clicking the allocated link below for this position. The online application form is available on the Metrobus Website; Metrobus Intranet;

Applications must be sent via link below

https://share-eu1.hsforms.com/19_DNnlfWTp66WUDLc6o-Hwew554

NB: All applicants who meet the above-mentioned requirements are encouraged to apply. Metrobus is an equal opportunity affirmative action employer. The company will prioritise the employment of women; Youth; People with disabilities and those that will improve its Employment Equity profile.

Telephonic enquiries: **Ms Bridget Mavuso - (Cell 083 702 4251)**

Ms. Refiloe Lebona

Email enquiries only: **Recruitment@mbus.joburg.org.za**

Closing date: 06 December 2024

Not later than (16:00)

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