

# CORPORATE SERVICES

# 2024-2025 DRAFT ORGANOGRAM-CORPORATE SERVICES DEPARTMENT

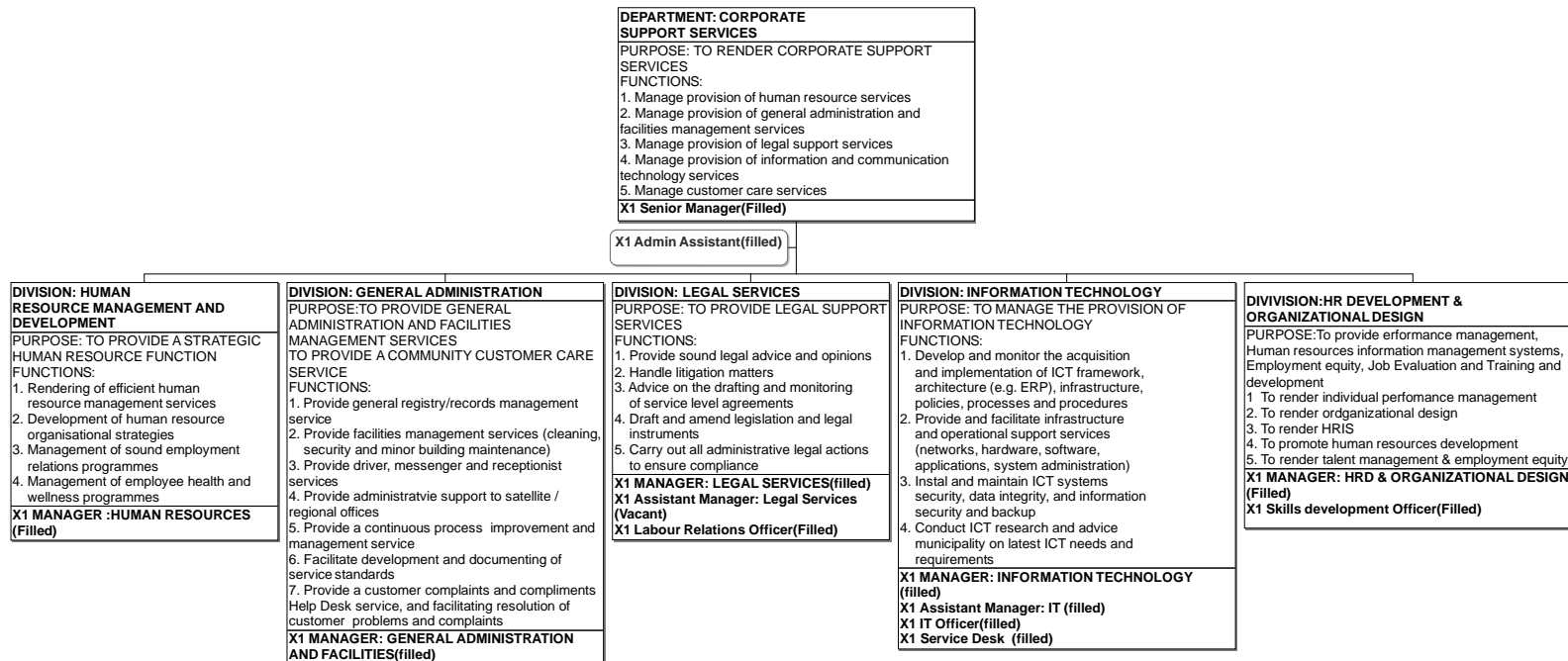
Total number of posts: 26

Filled: 25

Vacant: 01

Help desk posts moved form Community Services to Customer care division

All senior Officers posts have been renamed Assistant Managers to create uniformity, no financial implications



DIVISION: HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT

<b>DIVISION: HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT</b>
PURPOSE: TO PROVIDE A STRATEGIC HUMAN RESOURCE FUNCTION
FUNCTIONS: 1. Rendering of efficient human resource management services 2. Development of human resource organisational strategies 3. Management of sound employment relations programmes 4. Management of employee health and wellness programmes
<b>X1 MANAGER :HUMAN RESOURCES (Filled)</b>

<b>SUB-DIVISION: HUMAN RESOURCE MANAGEMENT</b>
PURPOSE: TO RENDER EFFICIENT HUMAN RESOURCE ADMINISTRATION SERVICES.
FUNCTIONS: 1. Manage Human Resources 2. Maintain a human resource management information system (HRIS) 3. Manage labour relations services (policies, codes, practices, grievances, disputes, disciplinary matters)
<b>X1 Assistant Manager: HRM (Filled)</b> <b>X1 Human Resources Officer(filled)</b>

<b>SUB-DIVISION: OCCUPATIONAL HEALTH AND EMPLOYEE WELLNESS</b>
PURPOSE: TO MANAGE EMPLOYEE HEALTH AND WELLNESS PROGRAMMES
FUNCTIONS: 1. Manage the quality of worklife within the Municipality (Employee Wellness Programme) 2. Manage the implementation of occupational health and safety programmes in the Municipality
<b>X1 Assistant Manager: Occupational Health and Safety Officer (filled)</b> <b>X1 Wellness Officer(Filled)</b>

# DIVISION: GENERAL ADMINISTRATION, FACILITIES AND FLEET MANAGEMENT

<b>DIVISION: GENERAL ADMINISTRATION</b>
PURPOSE: TO PROVIDE GENERAL ADMINISTRATION AND FACILITIES MANAGEMENT SERVICES TO PROVIDE A COMMUNITY CUSTOMER CARE SERVICE
FUNCTIONS: 1. Provide general registry/records management service 2. Provide facilities management services (cleaning, security and minor building maintenance) 3. Provide driver, messenger and receptionist services 4. Provide administrative support to satellite / regional offices 5. Provide a continuous process improvement and management service 6. Facilitate development and documenting of service standards 7. Provide a customer complaints and compliments Help Desk service, and facilitating resolution of customer problems and complaints
<b>X1 MANAGER: GENERAL ADMINISTRATION AND FACILITIES(filled)</b>

<b>SUB-DIVISION: REGISTRY / RECORDS OFFICE</b>
PURPOSE: TO RENDER RECORDS MANAGEMENT AND RECEPTION SERVICES
FUNCTIONS: 1. Provide a general records management service 2. Render a messenger (and driver-messenger) service 4. Render bulk document reproduction service
<b>X1 Registry Officer (filled)</b> <b>X1 Registry Clerk (filled)</b> <b>x1 Data Capture(filled)</b>

<b>SUB-DIVISION: CUSTOMER CARE</b>
PURPOSE: TO PROVIDE A COMMUNITY CUSTOMER CARE SERVICE
FUNCTIONS: 1. Provide a continuous process improvement and management service 2. Facilitate development and documenting of service standards 3. Provide a customer complaints and compliments Help Desk service, and facilitating resolution of customer problems and complaints 4. Render switchboard and receptionist services
<b>X1 Customer Care Officer(filled)</b> <b>X1 Receptionist (X1 filled)(Kgaola Mafiri Office)</b> <b>X1 Receptionist (X1 filled) (Main Office)</b> <b>X1 Switchboard Operator (1 filled)</b> <b>X1 Help desk clerks(filled) ( Nebo DLTC)</b> <b>X1 Help desk clerks(filled) (Sekhukhune DLTC)</b>