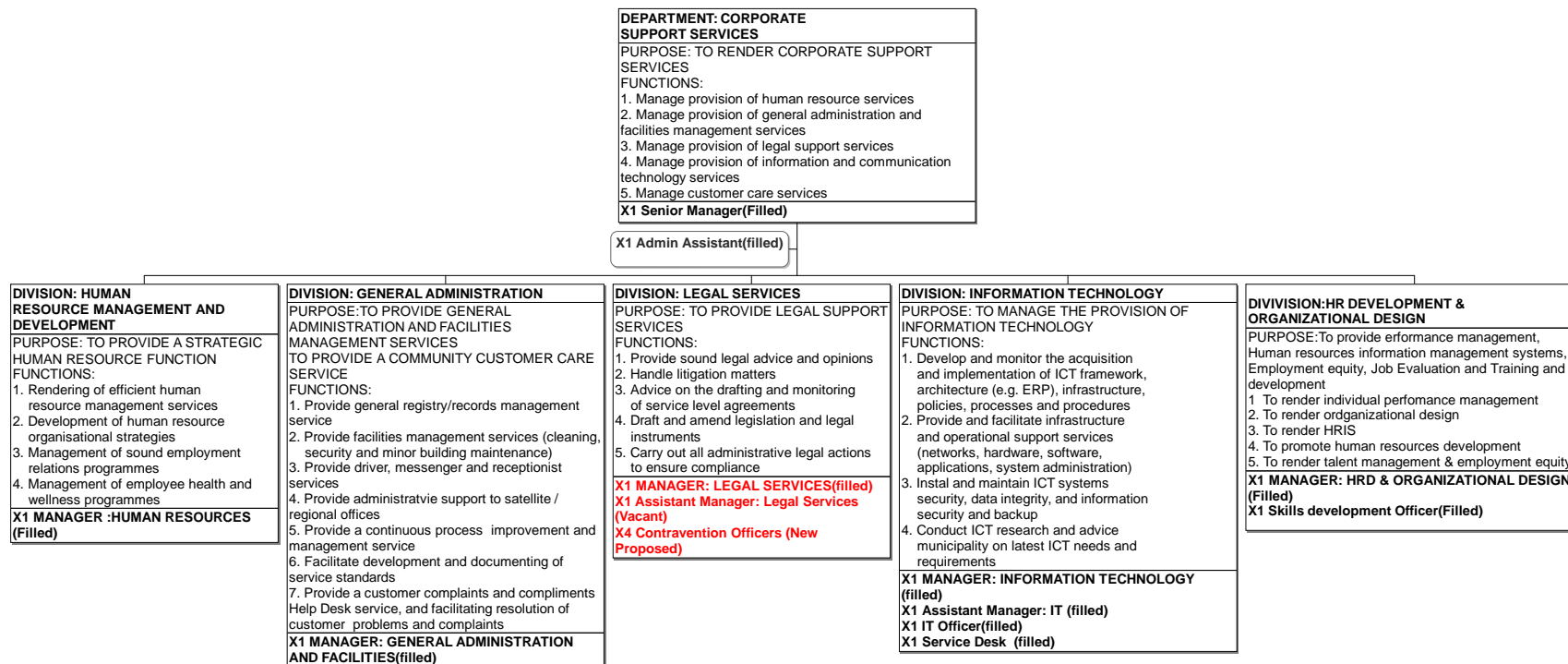
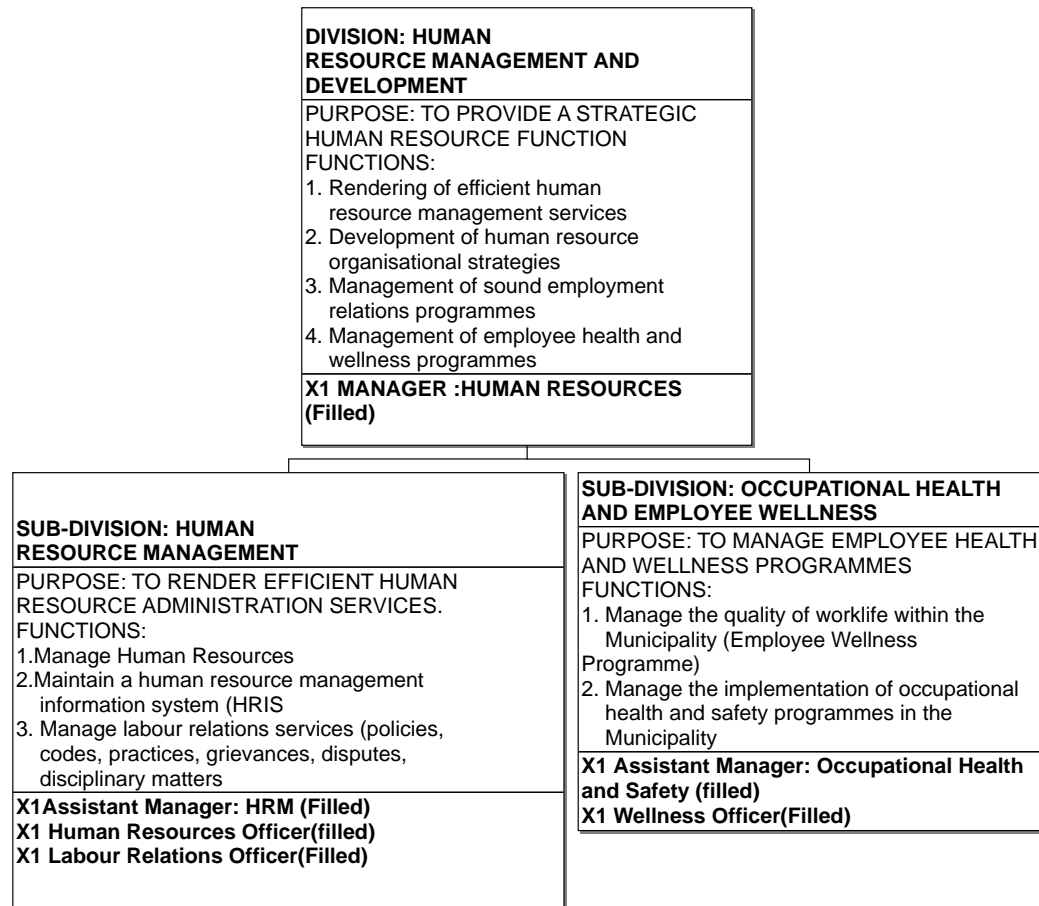


# CORPORATE SERVICES

# 2025-2026 ORGANOGRAM-CORPORATE SERVICES DEPARTMENT



## DIVISION: HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT



# 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>	<b>SUB-DIVISION: CUSTOMER CARE</b>
PURPOSE: TO RENDER RECORDS MANAGEMENT AND RECEPTION SERVICES	PURPOSE: TO PROVIDE A COMMUNITY CUSTOMER CARE SERVICE
FUNCTIONS: 1. Provide a general records management service 2. Render a messenger (and driver-messenger) service 4. Render bulk document reproduction 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 Assistant Manager: Records &amp; Archives (New Proposed)</b> <b>X1 Records &amp; Archives Officer (filled)</b> <b>X1 Records &amp; Archives Clerk (filled)</b> <b>X1 Records &amp; Archives (New Proposed)</b> <b>x1 Data Capture(filled)</b>	<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>