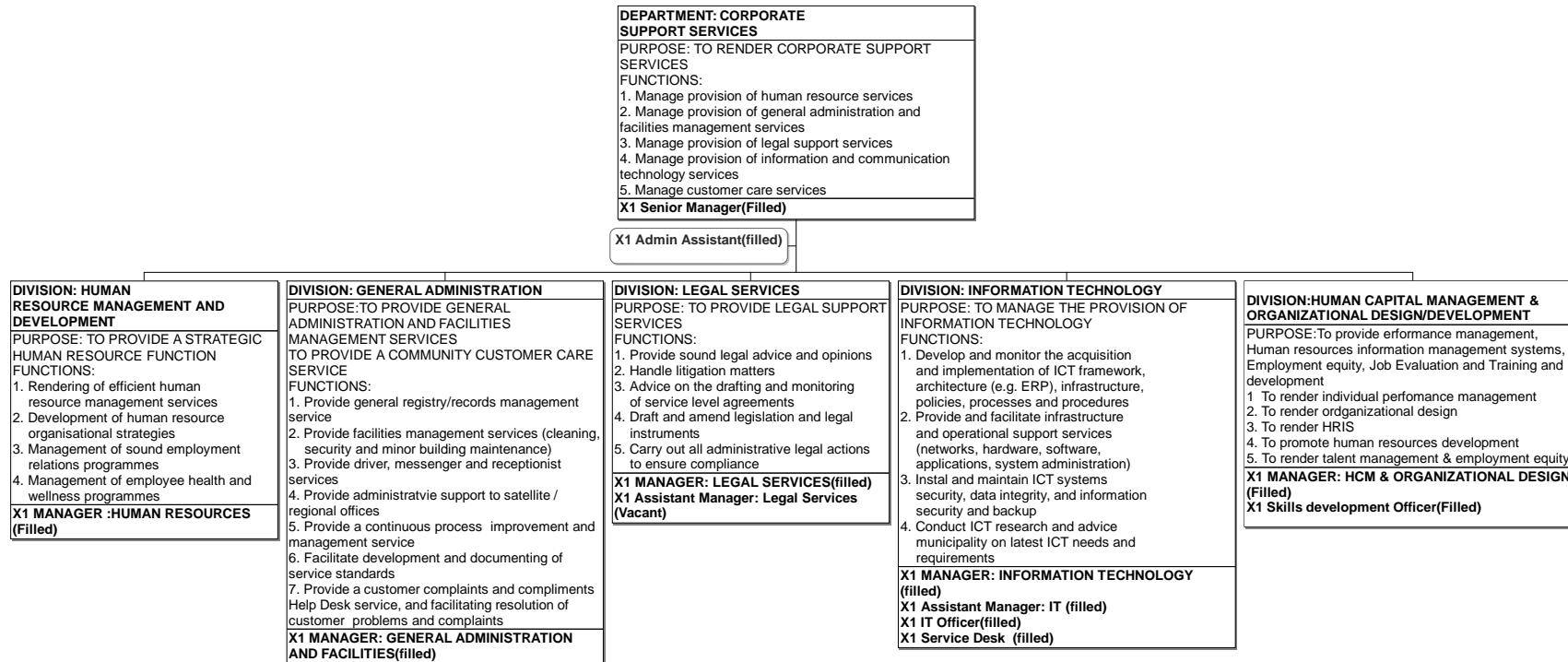
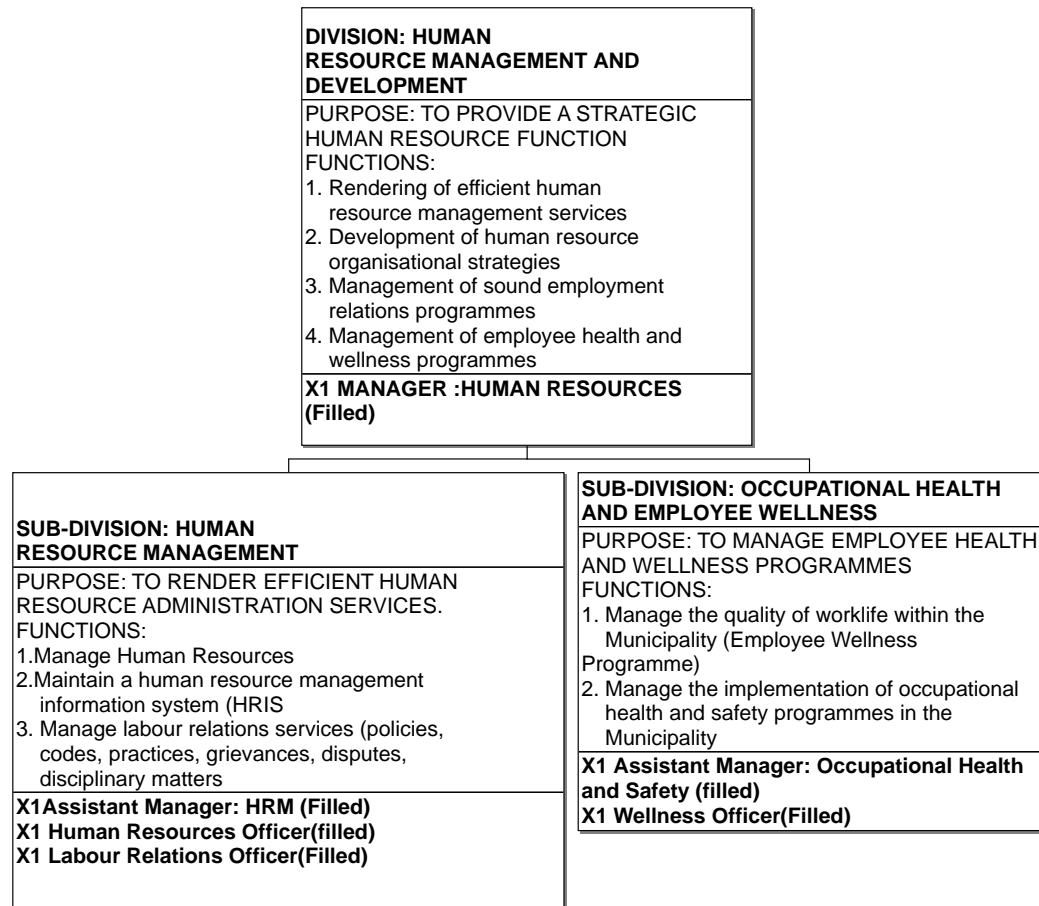


# CORPORATE SERVICES

# 2025-2026 ORGANOGRAM-CORPORATE SERVICES DEPARTMENT



## DIVISION: HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT



# DIVISION: GENERAL ADMINISTRATION, FACILITIES AND FLEET MANAGEMENT

## **DIVISION: GENERAL ADMINISTRATION**

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

**X1 MANAGER: GENERAL ADMINISTRATION AND FACILITIES (filled)**

## **SUB-DIVISION: REGISTRY / RECORDS OFFICE**

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

**X1 Records & Archives Officer (filled)**

**X1 Records & Archives Clerk (filled)**

**x1 Data Capture (filled)**

## **SUB-DIVISION: CUSTOMER CARE**

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

**X1 Customer Care Officer (filled)**

**X1 Receptionist (X1 filled) (Kgaola Mafiri Office)**

**X1 Receptionist (X1 filled) (Main Office)**

**X1 Switchboard Operator (1 filled)**

**X1 Help desk clerks (filled) (Nebo DLTC)**

**X1 Help desk clerks (filled) (Sekhukhune DLTC)**