



**South African Nursing Council**  
Regulating nursing, advocating for the public

The South African Nursing Council (SANC) is the body entrusted to set and maintain standards of nursing education, training and practice in the Republic of South Africa. It is an autonomous, financially independent, statutory body, initially established by the *Nursing Act, 1944* (Act No. 45 of 1944), and currently operating under the *Nursing Act, 2005* (Act No. 33 of 2005). The SANC currently has the following vacancy, and candidates that meet the requirements as provided are invited to apply.

<b><u>DEPARTMENT</u></b>	<b>: COMMUNICATION AND MARKETING</b>
<b><u>POSITION</u></b>	<b>: CALL CENTRE AGENT</b>
<b><u>REFERENCE NUMBER</u></b>	<b>: CCA001/01/2023</b>
<b><u>TOTAL COST TO COMPANY REMUNERATION</u></b>	<b>: R335 733.76</b>
<b><u>TERMS OF APPOINTMENT</u></b>	<b>: PERMANENT</b>
<b><u>CLOSING DATE</u></b>	<b>: 25 JANUARY 2023</b>

#### **MINIMUM REQUIREMENTS:**

- Grade 12.
- Diploma/National Diploma in Marketing/Communication/Public Relations/ Media Studies/Contact Centre Management or equivalent qualification.
- Minimum 2 years' working experience in Call Centre environment within a corporate organisation, public sector or state-owned entities or organs of state.

#### **ADDED ADVANTAGE REQUIREMENTS**

- Client Relations Management System (CRM)
- B-Tech or Degree in Marketing/Communication/Public Relations/ Media Studies/Contact Centre Management or equivalent qualification.
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#### **REQUIRED KNOWLEDGE**

- Knowledge in call centre management
- Knowledge of client services standard operating procedures and policies
- Ms Office



Cecilia Makiwane Building,  
602 Pretorius Street, Arcadia, Pretoria 0083  
Private Bag X132, Pretoria 0001,  
Republic of South Africa



Tel: 012 420 1000  
Fax: 012 343 5400  
SANC Fraud Hotline: 0800 20 12 16



website: [www.sanc.co.za](http://www.sanc.co.za)

Chairperson: Dr M Molepo, Vice Chairperson: Dr S Zuma, Acting Registrar & CEO: Ms J Nxumalo

### **COMPETENCIES/ SKILLS:**

- Job knowledge
- Technical skills
- Acceptance of responsibility
- Quality of work
- Reliability
- Initiative
- Communication
- Interpersonal relationships
- Flexibility
- Teamwork
- Planning and execution

### **KEY PERFORMANCE AREAS:**

- Answer all inbound calls.
- Respond to client inquiries.
- Provide relevant information using relevant resources.
- Handle and resolve client complaints both in writing and telephonically.
- Identify and escalate priority issues to relevant departments.
- Route all incoming calls to relevant departments.
- Perform ad-hoc functions related to department

**NB:** Applications must be completed in full on the prescribed form, obtainable from the SANC website (<https://www.sanc.co.za/vacancies/>). **Applications must be e-mailed to [cca@sanc.co.za](mailto:cca@sanc.co.za)**

### **Incomplete applications or those which do not meet the above requirements will not be considered.**

The application must include only a fully completed and signed SANC Form, obtainable from the South African Nursing Council (SANC) website and a detailed Curriculum Vitae. Certified copies of Identity Document, Grade 12 Certificate and the highest required qualifications, Professional affiliation certificate as well as a driver's licence where necessary, will only be submitted by shortlisted candidates to the Human Resources Department on or before the day of the interview date. The SANC may request academic record for general qualifications/Certificates that does not specify the major courses to determine the major course of the qualification. Failure to do so will result in your application being disqualified.

Furthermore, where applicable, all applications must be accompanied by proof of professional registration and foreign qualifications must be accompanied by a SAQA evaluation certificate. It is compulsory for successful candidates to belong to a medical aid scheme if they do not belong to their spouses' medical aid.

The SANC will conduct background checks (e.g. employment verification and reference checks as indicated on the CV, as well as in respect of criminal record, citizenship, financial records, qualifications, driver's license and professional registration, if applicable). First preference will be given to South African citizens.

**Please note:** Correspondence will be limited to shortlisted candidates only; therefore, if you have not been contacted within four (4) months of the closing date of this advertisement, please accept that your application was not

successful. The SANC is committed to employment equity and therefore people living with disabilities are encouraged to apply. Enquiries may be directed to Ms. Veronica Mthethwa at Tel. no. (012) 426 9578. The South African Nursing Council reserves the right not to make any appointment.