City of Joburg Property Company SOC Ltd.

3rd Floor
Forum 1
Braam Park
33 Hoofd Street
Braamfontein
2017

PO Box 31565

Braamfontein

Tel +27(0) 10 219 9000

www.jhbproperty.co.za

Assistant Manager: Customer Relations
Permanent Position

THIS POSITION IS OPEN TO JPC, COJ AND MUNICIPAL ENTITIES EMPLOYEES

Department	:	Client Business Operations
Designation	:	Assistant Manager: Customer Relations
Reporting to	:	Manager: Customer Relations
Reference Number	:	**ASST:CR 11/2026**
Remuneration	:	**R 62 326. 00 (Basic salary excluding benefits per month)**
Local Address	:	Braam Park, 33 Hoofd Street, Braamfontein

Minimum Requirements

- Diploma in Marketing, Communication Science, Customer Relations Management , IT, Business Management / Business Administration, Public Management, Public Management.
- At least 3-5 years' relevant experience in customer relations, customer service, stakeholder management, community relations, client services, or customer experience management.
- Minimum of 2 years working experience in a supervisory role.
- At least 3 years of proven competency in the use of IT systems, including CRM databases.
- Experience in complaint management and customer engagement.
- Experience preparing customer service performance reports.
- Knowledge and understanding of Local Government regulations.

Primary Purpose:

Responsible for the delivery of a CRM strategy and implementation thereof in driving the business forward through engaging and communicating effectively with both new and existing customers, and increasing the average yield from the customer base.

Key Performance Areas:

1. Implementation of a CRM Strategy

- Create and continuous review customer journeys, identifying opportunities and touch points to improve the customer experience
- Ensure all customers receives consistent, relevant communication across all channels
- Deliver business intelligence to the organisation measuring customer engagement
- Develop and lead customer insight through consistent surveying and other insight methods
- Ensure data protection law is being followed
- Integrate the CRM system into office working practices, for example recording of customer communications
- Work with web developers and IT Managers to develop and improve the links between CRM system, associated database and JPC's website
- Develop and build online processes and enhancements ensuring integrations with other platforms.

Non-Executive Directors: Simon Motha (Chairperson) Bettycourt Teffo | Fulufhelo Ratshikhopha | Sandy Collopen | Mxolisi Zondo | Ntombikayise Tini | Thapelo Mashamaite |Tshepang Thatelo | Yolisa Ngxabazi | Moeketsi Rabodila |

Executive Directors: Musah Makhunga (Chief Executive Officer)
Mfanafuthi Zondo (Acting Chief Financial Officer)

Company Secretary: Gontse Dlamini
City of Joburg Property Company SOC Ltd.
Registration Number: 2000/017147/07

3rd Floor
Forum 1
Braam Park
33 Hoofd Street
Braamfontein
2017

PO Box 31565

Braamfontein

Tel +27(0) 10 219 9000

www.jhbproperty.co.za

2. Customer Relationship Management

- Oversee all Customer Relationship Management (CRM) activities at JPC
- Consults with managers on response handling, campaign tracking, follow-up, and automated lead management.
- Liaise with all relevant stakeholders, to review processes and CRM implementation and seeks ongoing business improvement.
- Participates in defining requirements for evolving CRM infrastructure and campaign reporting process.

3. CRM Implementation and Business Integration

- Consult with and advises the Marketing team on customer and marketing history data, campaign audience, and best approach to achieving marketing goals during the campaign planning.
- Ensures data integrity and process.
- Monitor the execution and results of delegations, assignments and projects.
- Monitors and assesses the efficiency and reliability of all planned maintenance services.

4. People Management

- Determine and analyse training and development needs for staff and ensure they do the same for their teams.
- Ensure that identified training is budgeted for executed.
- Maintain a succession plan for staff in the area using the formal Talent Management process for remaining roles.
- Address poor performance of any team member through the formal Performance Improvement process.
- Pursue own development to increase personal effectiveness, acknowledging strengths and arears of development.

5. Core Competencies

- Municipal service delivery environment.
- Batho Pele Principles.
- Customer relationship management practices.
- Complaint management systems.
- Public participation principles.
- Customer service standards and service excellence frameworks.
- Performance management and reporting.
- Stakeholder engagement methodologies.

6. Leading Competencies

- Strong leadership and management skills.
- Excellent communication and interpersonal skill.
- Ability to prioritize and manage multiple tasks efficiently.
- Problem-solving and decision-making abilities.
- Strong organizational and time management skills.
- Demonstrated ability to work cross-functionally and influence without direct authority.

Non-Executive Directors: Simon Motha (Chairperson) Bettycourt Teffo | Fulufhelo Ratshikhopha | Sandy Collopen | Mxolisi Zondo | Ntombikayise Tini | Thapelo Mashamaite |Tshepang Thatelo | Yolisa Ngxabazi | Moeketsi Rabodila |

Executive Directors: Musah Makhunga (Chief Executive Officer)
Mfanafuthi Zondo (Acting Chief Financial Officer)

Company Secretary: Gontse Dlamini
City of Joburg Property Company SOC Ltd.
Registration Number: 2000/017147/07

City of Joburg Property Company SOC Ltd.

3rd Floor
Forum 1
Braam Park
33 Hoofd Street
Braamfontein
2017

PO Box 31565

Braamfontein

Tel +27(0) 10 219 9000

www.jhbproperty.co.za

- Skills in management, planning, compliance, organization, analysis and decision making.
- Able to work under pressure.

Important Notice

JPC is an Employment Equity Employer; therefore, "All suitably qualified candidates are encouraged to apply and will be considered. The City of Joburg Property Company applies the principles of employment equity as per the National legislation and policy guidelines and will consider designated groups in line with these requirements. Preference will be given to previously disadvantaged groups including those with disabilities''. This vacancy is open to employees of the City of Johannesburg and external candidates.

Applicants are informed that, if no notification of appointment / response is received within six (6) weeks of the closing date, they must accept that this application was unsuccessful. By submitting your application for a position at the City of Johannesburg, you hereby consent to the following risk checks should your application be shortlisted.

- Credit record
- CV validation and
- Employment record verification,
- Criminal check, and
- Identity validation.

APPLY ONLINE: www.jhbproperty.co.za. Please take note that only online applications will be considered. Please apply by using the following link:
https://share.hsforms.com/18mGq2z1PRqailqWSO9wqbQ469tl

ENQUIRIES ONLY:
Contact Person: Lindeni Shoba, lshoba@jhbproperty.co.za - 060 739 2942 or Amukelani Maluleke amaluleke@jhbproperty.co.za

Publication Date: **10 November 2026**	**This Vacancy is open to Employees of the City of Johannesburg and External Candidates**
Closing Date: **23 November 2026**	

Non-Executive Directors: Simon Motha (Chairperson) Bettycourt Teffo | Fulufhelo Ratshikhopha | Sandy Collopen | Mxolisi Zondo | Ntombikayise Tini | Thapelo Mashamaite |Tshepang Thatelo | Yolisa Ngxabazi | Moeketsi Rabodila |

Executive Directors: Musah Makhunga (Chief Executive Officer)
Mfanafuthi Zondo (Acting Chief Financial Officer)

Company Secretary: Gontse Dlamini
City of Joburg Property Company SOC Ltd.
Registration Number: 2000/017147/07