



**merSETA**

MANUFACTURING, ENGINEERING  
AND RELATED SERVICES SETA

**The merSETA is the Manufacturing, Engineering and Related Services Education and Training Authority established through the Skills Development Act. This SETA encompasses the metal and engineering, auto manufacturing, motor retail, tyre manufacturing and plastics industries.**

**INTERNAL/ EXTERNAL ADVERT**

We have excellent opportunities for the following professionals to join Client Services Division:

**TEMP CLIENT LIAISON ADMINISTRATOR (B5) x10**

**SALARY R24 818.85 pm**

**FIXED TERM CONTRACT: 6 MONTHS**

**Eastern Cape Regional Office x1**

**Free State Regional Office x1**

**Mpumalanga/Limpopo Regional Office x1**

**KwaZulu-Natal Regional Office x1**

**Gauteng North Regional Office x2**

**Gauteng South Regional Office x4**

**Prime Focus:** The Client Liaison Administrator will provide comprehensive administration, secretarial support and coordination services to the regional office, central administration and regional stakeholders so as to ensure that training and development initiatives in the region are appropriately facilitated.

**Duties include:**

1. Implement administrative procedure and system required to facilitate all learning programs including apprenticeships, learnerships, skills programs, learners and grants according to laid down processes and procedures as defined by criteria.
2. Ensure provision of high level quality services to clients and stakeholders as and when required, which includes but not limited to.
  - Providing necessary and requested information to clients.
  - Providing information and advice on all merSETA services, processes and initiatives/projects, Legislative issues, grant processes or status.
  - Responding to queries from Companies, Client Liaison Officers and Coordinators.
  - Responding to and solve queries related to quality assurance, trade test results certification and grant issues.
3. Carry out all administration processes
4. Providing a support services to all merSETA divisions, enterprises, other Seta's, Department of Higher Education and Training, SARS and all other identified client categories relating to administrative processes.
5. Responsible to liaise with decentralised trade test centres to ensure that all trade tests related issues are dealt with.

### **Qualities, experience, knowledge and skills required:**

- NQF Level 6 in Business Administration/ Office Administration or related field
  - At least 1 year of working experience in an Administrative position preferably in a service/customer-orientated environment
  - High level verbal communication skills
  - Typing and Clerical skill with high level of attention to detail.
  - Computer literacy with solid knowledge of Ms Word, Excel, Outlook and Database.
  - A service and customers care orientation- Previous customers focus experience would be beneficial
  - Knowledge and understanding of Skill Development Legislation
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The merSETA is an equal opportunity employer. Preference will be given to Affirmative Action candidates and people with disabilities in line with the EE Plan. Please submit a **detailed CV, qualifications, application form** and motivational letter to: [recruitment@merseta.org.za](mailto:recruitment@merseta.org.za)

Only shortlisted candidates will be contacted. **Internal applicants will be shortlisted only if they meet all the requirements.** Should you not be contacted within 21 days after the closing date, please know that your application was not successful. **The MERSETA reserves the right to not make an appointment.** Please refer to merSETA website for more information, [www.merseta.org.za](http://www.merseta.org.za).

**CLOSING DATE: 20 January 2023**