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.

EXTERNAL ADVERT

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

Client Liaison Officer (C4)
Salary Level (Min. to Mid): 518 016 – 630 161 pa
FIXED TERM CONTRACT ALIGNED TO THE SETA LICENCE TERM
Western Cape Regional Office

Purpose: To facilitate and implement the merSETA Client Services strategy to ensure that a high level of client satisfaction is achieved, as well as to increase and improve the level of training and access to training in order to promote skills development and to redress imbalances.

Duties: The duties will include but not limited to the following:

- Guide and support companies to develop, implement and monitor mandatory grants.
- Support enterprises to comply with merSETA quality assurance and workplace approval policy to meet SAQA requirements.
- Manage, promote and support participation in training partnerships and learning interventions according to set and agreed regional and individual targets.
- Monitor all learning interventions to ensure continuous progress, guide and support employers where gaps have been identified.
- Promote and support participation in merSETA project initiatives and services.
- Plan and manage moderation of trade testing and assessments from time to time.
- Support capacity building initiatives.
- Prepare and submit reports to Client Relationship Manager.
- Identify support and market:
  - In the development of best practice kits and packs
  - Sustainable community based programmes including rural and farm areas
  - Providers where there is need.
  - BBBEE
- Build and develop relationships with all stakeholders in the region.
- Assist companies in all categories to claim mandatory grants.
- Identify suitable companies to participate in discretionary grants as per prescribed criteria including but not limited to recommendation of discretionary grant funding and implementation of MoA's.

Qualities, experience, knowledge and skills required:

- NQF Level 6 National Certificate in ODETP or National Diploma or equivalent NQF Level 6 qualification in Engineering Studies/Business Studies/Administration/Project Management/Human Resources Development/ Training
- NQF Level 7 in Engineering Studies/Business Studies/ Administration/ Project Management/Human Resource Development/ Training will be an advantage
- Qualified Artisan will be an advantage
- 4 years exposure in client liaison environment with a good understanding of the technical environment related to manufacturing and engineering sector
- 5 years experience in a client liaison and technical environment with a solid direct training experience will be an advantage
- Collaboration
- Management Control
- Relationship Management
- Computer Literacy
- Excellent Time Management
- Be able to work on his/her own as well as in a team
- Project management skills
- Attention to detail
- High level of accuracy
- Presentation skills
- Knowledge of industry
- Ability to compile reports and problem-solving skills
- High level of verbal and written communication skills
- Knowledge of the Skills Development and related legislation
- Knowledge of administration processes, procedures and practices
- A valid driver's license
- **Must have own legally registered transport in good condition**

The MERSETA is an equal opportunity employer; however, **preference will be given to Affirmative Action Candidates and People with Disabilities in line with the EE Plan.** Please submit a detailed CV, application form and motivational letter to: recruitment@merseta.org.za

Only shortlisted candidates will be contacted. 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.**

CLOSING DATE: 08 November 2023