



merSETA

MANUFACTURING, ENGINEERING
AND RELATED SERVICES SETA

The merSETA is the Manufacturing, Engineering and Related Services Education and Training Authority. This SETA was established in terms of the Skills Development Act 97 of 1998 and encompasses the metal and engineering, auto manufacturing, motor retail, tyre manufacturing, plastics industries and automotive components sub-sectors

INTERNAL & EXTERNAL ADVERT

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

CLIENT LIAISON ADMINISTRATOR (B5)

Salary Level (Min. to Mid): 291 171 – 344 634 pa

FIXED TERM CONTRACT: 24 MONTHS

Free State Regional Office

Purpose – The position is responsible for providing effective, efficient, and comprehensive administration, secretarial and support service to the regional Office, central liaison, regional stakeholders, and managers to ensure that training and development initiatives in the regions are appropriately facilitated.

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

- Sound, effective, and efficient administration of all records and information including to enable easy accessibility, accuracy, and comprehensiveness of information.
- Professionally attend, handle and response to all Stakeholder queries ensuring amiable and timeous resolution.
- Completing Learner Registrations accurately and timeously ensuring all required information is captured accurately and according to procedure.
- When required timeous and accurate preparation of Tranche Payments T2, T3 and T4 ensuring all information required is attached and saved for easy accessibility.
- Efficiently and effectively perform secretarial duties to support sound regional administration.
- Efficiently prepare administration for booking for all Trade Test Bookings.
- Apprenticeship Transfer.
- Apprenticeship Recission: 24 A (mutual).
- Suspensions for Apprentices.
- Suspensions for Learners.
- Advise and support stakeholders on processes, procedures, and information relating to skills development issues.



- Provide guidance and support to Levy Paying Members in navigating the application procedures for Mandatory and Discretionary Grants.
- Provide accurate feedback from the Regional Office to the Central Liaison ensuring clear and efficient flow of information between Regional Office and Head Office, including all aspects related to Regional Office and Skills Forum Administration.
- Ensure the execution of project initiatives including ad-hoc projects, providing regional assistance to all merSETA projects.
- Maintain efficient office management processes aligned with secretarial best practices, involving record-keeping systems, correspondence, communication, and payment requisitions.
- When required effective logistics management for travel arrangements and event coordination as needed by the regional office for roadshows and events.
- Accurate capturing of information on the system, ensuring the database is kept up to date.
- Efficiently and effectively generate reports as required to assist the office in achieving its targets ensuring accuracy of information.
- Oversee and supervise all apprenticeship related matters including trade test bookings, transfers, recission: 24 A, and timelines of learner and apprenticeship programs in alignment with the Quality Management System (QMS).
- Effectively and timeously administer all aspects of the suspension process for Apprentices and Learners.
- When required Lead and guide Interns effectively.
- Adhere to all merSETA policies and procedures.
- Continuously track, monitor, and measure individual performance against set standards and performance targets.
- Effective utilization of best practice and up-to-date knowledge to continuously support service delivery and improve performance.
- Knowledge-sharing, documentation of information and informing key stakeholders on new information relating to the unit.
- Professional visible representation of the SETA, ensuring all behaviours and conduct are aligned with the SETA values.
- Ensure effective, professional communication and dialogue with all Stakeholders, Management, Staff, and external Stakeholders.

Qualities, experience, knowledge and skills required:

- NQF Level 6 qualification in Business Administration/ Office Administration/ Commerce/ Project Management/ Training or Related field
- 1 year exposure to Administration and Customer Relations experience
- Customer Service Orientation
- Technical Skill and Competence
- Concern for Excellence
- Attention to Detail
- Collaboration
- Communication Skills
- Computer literacy with solid knowledge of Ms Word, Excel, Outlook and Database
- Knowledge and understanding of Skill Development Legislation



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 short-listed 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: 18 April 2024