



**The Manufacturing, Engineering and Related Services Sector Education and Training Authority (merSETA,) is a Schedule 3A public entity established in terms of the Skills Development Act (Act No. 97 of 1998) Registration Number 17/merSETA, /01/04/20 to facilitate skills development for the Metal and Engineering, Motor Retail and Components Manufacturing, Automobile Manufacturing, Plastics Manufacturing and New Tyre Manufacturing Sectors Automotive Components Manufacturing Chamber.**

### **INTERNAL & EXTERNAL ADVERT**

We have excellent opportunities for the following professionals to join the Client Services Unit.

**Client Liaison Administrator x3(B5)**  
**Reference Number: CLA/KZN/26/02/25**  
**Salary Level: R25 963 per month**  
**FIXED-TERM CONTRACT: 12 MONTHS**  
**KwaZulu Natal 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.

### **Key Responsibilities**

The ideal candidate should be able to fulfill and perform the following key responsibilities:

- Sound, effective, and efficient administration of all records and information including to enable easy accessibility, accuracy, and comprehensiveness of information.
- Professionally attend, handle and respond 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.
- 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



- Maintain efficient office management processes aligned with secretarial best practices, involving record-keeping systems, correspondence, communication, report generation and payment requisitions
- When required effective logistics management for travel arrangements and event coordination as needed by the regional office for roadshows and events
- 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

### **Qualifications and Experience**

- 3-year Diploma or equivalent NQF level 6 Qualification in Business Administration/ Office Administration/ Commerce/ Project Management/ Training or related field
- 1 year experience in Administration and Customer Relations in a SETA environment

### **Knowledge and Skills**

- Customer Service Orientation
- Technical Skill and Competence
- Attention to Detail Skills
- Collaboration skills
- Communication Skills
- Computer literacy with solid knowledge of MS Word, Excel, Outlook, and Database

### **Offer**

*The merSETA, offers a competitive salary package and an opportunity to work with a dynamic and diverse team. If you meet the requirements and are interested in this exciting opportunity, please submit your application for consideration.*

**CLOSING DATE: 26 February 2025**

The merSETA is an equal opportunity employer and preference will be given to suitably qualified Affirmative Action Candidates and People Living with Disabilities in line with the Employment Equity Plan. To apply for this opportunity, submit a fully completed and signed job application form, a detailed curriculum vitae with three references, clearly quoting the Job Title and Reference Number as a subject in the email: **recruitment@merseta.org.za**

Only short-listed candidates will be contacted. Should you not be contacted within 2 months after the closing date, please know that your application was not successful. The merSETA reserves the right not to make an appointment.

**Applicants are urged to follow all instructions as outlined in the advert when submitting their applications.**