



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.

### **EXTERNAL ADVERT**

We have an excellent opportunity for the following professional to join Client Service Division.

#### **Client Liaison Officer (C4)**

**Reference Number: CLO/EC/10/06/25**

**Salary Level (Min. to Mid): R554 277 – R647 272 pa**

**FIXED-TERM CONTRACT ALIGNED TO THE SETA LICENCE TERM**

**Eastern Cape Region (King Williams Town 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.

#### **Key Responsibilities**

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

- 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.
- Compile reports
- Identify support and market in the development of best practice kits and packs, sustainable community-based programmes including rural and farm areas, as well as providers where there is need.



- 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.

### **Qualifications and Experience**

- 3 year Diploma or equivalent NQF Level 6 qualification in Engineering Studies/Business Studies/Administration/Project Management/Human Resources/Development/Training/ODETP or related field.
- Bachelor degree or equivalent NQF Level 7 qualification 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

### **Knowledge and Skills**

- Collaboration and project management skills
- Relationship Management
- Computer Literacy
- Attention to detail and High level of accuracy
- Knowledge of industry
- Ability to compile reports, presentation skills and problem-solving skills
- High level of verbal and written communication skills
- Knowledge of the Skills Development and related legislation
- A valid driver's license

**Must have own legally registered transport in good condition**

### **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: 10 June 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 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](mailto: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.**