



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 AND EXTERNAL ADVERT**

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

**Client Liaison Administrator (B5)**  
**Reference Number: CLA/WC/11/09/26**  
**Salary Level: R29 722,15 pm**  
**FIXED-TERM CONTRACT: 6 Months**  
**Western Cape 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 accountabilities and 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 response to all Stakeholder queries ensuring amiable and timeous resolution
- Complete Learner Registrations accurately and timeously ensuring all required information is captured accurately and according to procedure
- Efficiently and effectively perform secretarial duties to support sound regional administration
- Advise and support stakeholders on processes, procedures, and information relating to skills development issues
- 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
- Capture information on the system accurately, 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
- Effectively and timeously administer all aspects of the suspension process for Apprentices and Learners
- Continuously track, monitor, and measure individual performance against set standards and performance targets

### **Qualifications and Experience**

- A 3-year Diploma (NQF Level 6) in one of the following fields—or an equivalent NQF Level 6 qualification that matches a 3-year Diploma in these areas:
  - Business Administration
  - Office Administration
  - Commerce
  - Project Management
  - Training and Development or related field
- 1 year experience in Client Services Administration within a SETA environment
- Prior familiarity with SETA systems and processes

### **Advantageous**

- A Bachelor's Degree (NQF Level 7) in one of the following fields or an equivalent NQF Level 7 qualification that matches a Bachelor's Degree in these areas:
  - Business Administration
  - Office Administration
  - Commerce
  - Project Management
  - Training and Development or related field
- 1 or more years' experience in Client Services Administration within merSETA

### **Knowledge and Skills**

- Problem-Solving Skills
- Customer Service Orientation
- Attention to Detail Skills
- Collaboration skills
- Communication Skills
- Computer literacy with solid knowledge of MS Word, Excel, Outlook, and Database
- Knowledge and understanding of Skill Development Legislation



## **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: 11 September 2026**

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 **merSETA Job Application Form**, a detailed **Curriculum Vitae**, clearly quoting the **Reference Number only** 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.

**NB: All applications that do not submit a fully completed merSETA Job Application Form do not quote the correct reference number in the subject line will be automatically disqualified.**

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