

INTERNAL / EXTERNAL ADVERT

Post: Call Centre Agents (15)
Reference: CCA\RTIA\2026
Level: Level 5
Salary: R237 453 per annum
Term: Three (3) Year's Fixed Term Contract

Minimum Educational Requirements: * Grade 12 (NQF 4).

Minimum Knowledge & Experience Required: *Minimum 1-year relevant call centre/customer service/administrative experience. *Incredible administration experience in the support services environment. *Experience in data capturing, general office support services, experience as a Call Centre Agent.

Required Competencies: *Computer Literacy, Interpersonal and communication skills. *Knowledge of the AARTO Act will be an added advantage.

Duties: Render the AARTO Call Centre Service – Agency Matters: *Receive telephone call, emails and fax queries, escalate matters to relevant sections within the Agency. * Advise callers on status of representation, instalment and revocation of enforcement orders applications submitted to the Agency. *Provide callers with relevant information regarding the AARTO processes and prescribe documents to be completed.

Render an AARTO Call Centre Service Issuing Authority Matters: *Provide callers with the status of election to be tried in court submitted and or nomination of a driver request submitted. *Special arrangements regarding AARTO elective options received: *Print all incoming faxes received through the AARTO fax to email facility. * Acknowledge all applications for instalments applications, representations and revocations of enforcement orders on the NCR as prescribed, distribute the documents to the relevant sections with the RTIA.

Due to the large number of applications, we envisage receiving, applications will not be acknowledged. If you have not received any response from us within three (3) months, please consider your application as unsuccessful.

To apply please submit a letter of application, recent curriculum vitae as well as certified copies of qualifications and identity document. Applications must be addressed to: bukvfh@apply.simplify.hr

Please note that late applications and those without all the relevant supporting documents as prescribed above will not be considered.

The RTIA is an Equal Opportunity Employer and is seeking to balance the employment equity profile therefore the youth, Women and People living with disabilities are encouraged to apply.

Enquiries: Mr Mzwakhe Mhlana – (011) 763 1103

Internal candidates who meet the requirements are encouraged to apply.
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Closing Date: 03 August 2026