

INTERNAL / EXTERNAL ADVERT

Post: AARTO Outlet Operators (x89)
Department: AARTO OPERATIONS
Reference: AOPS\RTIA\2026
Salary: R237 453 per annum
Level: 5
Term: Three (3) Year's Fixed Term Contract

Minimum Educational Requirements: *Matric Certificate (NQF 4). *A National Diploma (NQF 6) in administration, or an equivalent qualification. A Bachelor's degree (NQF 7), will be considered an added advantage.

Minimum Knowledge & Experience Required: Minimum of one (01) year relevant experience in administration support. One (01) year relevant experience in AARTO administration support (added advantage). Working knowledge of the AARTO Act and all other related legislations.

*Computer literacy, proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and other office software. *Working knowledge and practical experience with the National Traffic Information System (NaTIS) will be an added advantage. *Knowledge of office management systems and procedures.

Required Competencies: *Excellent written, verbal, and interpersonal communication skills.*Strong customer service orientation.*Ability to plan and prioritize own work effectively.*Attention to detail with sound problem-solving skills.*Team player with collaborative approach.*Quality-driven mindset.*Excellent time management skills with ability to multi-task and prioritize work.*Ability to perform routine functions efficiently.*Report writing skills.*Ability to function in a target-driven environment.*Proficiency in Microsoft Office applications.*Ability to work independently without close supervision.*Strong organizational and planning skills.*Demonstrated professionalism.

Duties:
Support the optimization of the section/unit:

- Assist with Know your Traffic Fine Status.
- Receive, capture, scan and upload AARTO elective options on the NCR on daily basis.
- Conduct AARTO Service Outlet Public education and awareness.
- Come up with Innovation and Creativity.
- Compile compulsory Monthly Reports.
- Perform administrative tasks.
- Customer Care service.
- Maintain an effective filing system.

- Taking and typing of minutes, preparing reports and other documents.
- Dealing with incoming, outgoing and general emails.
- Consolidation of weekly, monthly and quarterly reports of the AARTO Service Outlet.
- Perform other duties as may be allocated from time to time.
- Render professional, effective and efficient services always and follow proper communication channels as required.
- Follow-up on outstanding matters and participate in the Sub-Unit's activities as and when required.

Assist with management of the AARTO Service Outlet activities:

- Assist walk-in customers in the AARTO Service Outlet and keep daily register of visitors assisted.
- Receive and capture all AARTO elective options on the NCR daily.
- Service delivery to the members of the public.
- Perform allocated transactions on the NCR.
- Ensure that all elective options forms are scanned and uploaded onto the NCR on daily basis.
- Assist alleged infringers with Know Your Traffic Fine Status, including R114 statement of accounts and other general queries.
- Forwarding AARTO related matters to the Call Centre for processing.
- Escalating AARTO related queries and refer alleged infringers to the www.aarto.gov.za
- Forward matters for capturing by the Head Office in case of overload.
- Shredding of AARTO elective options successfully processed on the NCR.
- Advise the public on general AARTO queries and make referral where required.
- Conduct AARTO public education and awareness in the AARTO Service Outlet.

REPORTING RELATIONSHIPS:

The AARTO Service Outlet Operators (AOOs) reports to the Programme Manager, Enterprise Development

Candidate Placement Requirement – Regional Allocation

We require candidates to be placed across the following areas and location:

PROVINCE	AREAS	NO. OF POSITIONS
Eastern Cape		
	Komani	2
	Bhisho	2
	Gqeberha	2
	Mthatha	1
	Gompo	1
Free State		
	Bloemfontein	2
	Welkom	2
	Sasolburg	2
Gauteng		
	Head Office Midrand	2
	Westonaria	2
	RTMC	2
	Vereeniging	2
	Marlboro	1
	SA Taxi Midrand	1
	Randburg	1
	Soweto	1
KwaZulu-Natal		
	Rosburgh	2

	EThekweni	2
	Richardsbay	2
	Pietermaritzburg	2
	Newcastle	2
Limpopo		
	Thulamela	1
	Praktiseer	1
	Fetakgomo Tubatse	1
	Polokwane	3
	Tzaneen	2
Mpumalanga		
	Mbombela	1
	White River	1
	Emalahleni	2
	Siyabuswa	1
	Middleburg	1
	Standerton	2
Northern Cape		
	Kimberly	2
	Kuruman	2
	Upington	2
	Khathu	2
North West		
	Mahikeng	2
	Rustenburg	2
	Klerksdorp	1
	Potchefstroom	1
Western Cape		
	Paarl	2
	Cape Town	2
	George	1
	Saldanha Bay	2
TOTAL	73	

AREAS:

Applicants must specify the area they are applying for as per the above. First preference will be given to local residents.

PROVINCE	AREAS	NO. OF POSITIONS
Eastern Cape		
	Gompo	1
	Mthatha	1
Free State		
	Bloemfontein	1
	Kroonstad	1
Gauteng		
	Head Office Midrand	4
KwaZulu-Natal		
	Durban	1
	Newcastle	1
Limpopo		
	Polokwane	1
	Musina	1
Mpumalanga		
	Mbombela	1
Northern Cape		
	Kimberly	1
North West		
	Mahikeng	1
Western Cape		
	Cape Town	1
TOTAL		16

Applicants must specify the area they are applying for as per the above. First preference will be given to residents.

Enquiries: Ms. Allison Shingange – (087) 285 0500

Ms. Basetsana Motshoane - (011) 763 1103

Correspondence will only be with shortlisted candidates. If you do not hear from the Agency in three (3) months, please consider your application as unsuccessful. Recommended candidate (s) will be subjected to background checks, security and qualification verification process.

To apply please submit a letter of application, recent curriculum vitae as well as recently certified copies of matric certificate, qualifications and identity document. Applications must be e-mailed to the 33lqdo@apply.simplify.hr. Please note that applications 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.

Internal candidates who meet the requirements are encouraged to apply.
--

Closing Date: 03 August 2026