

The University of KwaZulu-Natal (UKZN) is committed to employment equity with the intention to promote representativity within the Institution. Preference will be given to applicants from designated groups in accordance with our Employment Equity Plan.

**COLLEGE OF HUMANITIES
SCHOOL OF BUILT ENVIRONMENT AND DEVELOPMENT STUDIES
USINGA FIELDWORKER FOR CALL CENTRE**

Grade 12 (Six Months Fixed Term)

The School of Built Environment and Development Studies seeks to employ 6 call centre agents, who will be responsible for day-to-day call centre data collection in Umlazi Ward 79 and Ward 82, using a set of data collection instruments for the follow-up round for USINGA. USINGA is a health and demographic surveillance node of the South African Population Research Infrastructure Network (SAPRIN).

Successful candidates will be expected to collect data for the USINGA follow-up data collection round, ensuring that data is collected accurately, is reliable, and is of good quality. The individual must have the ability to manage sensitive and confidential study information and must be able to work well within a team. Data collection happens in regular rounds and is organized in sequential week blocks.

MINIMUM REQUIREMENTS:

- Senior Certificate (Grade 12)
- Experience in field-based data collection/know about USINGA data collection systems
- Must be computer literate, with proficiency in the use of electronic data collection devices (e.g., smartphones/tablets)
- Good verbal and written communication skills in English and isiZulu
- Must be able to work under pressure
- Must be a resident and household member from within the USINGA Study area (Umlazi Ward 79 or 82)
- A valid drivers' license is advantageous

Interested candidates must send their applications to Ms. Palesa Mataboge at USINGA@ukzn.ac.za, with the subject '**USINGA FIELDWORK CALL CENTRE POST**'. Applications must include:

- Certified copies of certificates
- CV
- A letter from the Councillor as Proof of residence

Enquiries regarding the post may be directed to Ms Palesa Mataboge on 031 260 2699.

The closing date for receipt of applications is **29 July 2024**. **The University reserves the right not to make any appointment.**