



*The National Credit Regulator (NCR) was established as the regulator under the National Credit Act 34 of 2005 (the Act) and is responsible for the regulation of the South African credit industry. It is tasked with carrying out education, research, policy development, registration of industry participants, i.e. credit providers, credit bureaux, alternative dispute resolution agents, payment distribution agents and debt counsellors, investigation of complaints, and enforcement of the Act. The Act requires the NCR to promote the development of an accessible credit market, particularly to address the needs of historically disadvantaged persons, low income persons, and remote, isolated or low density communities. The NCR invites applications from suitable candidates for the following position:*

## **Position: Call Centre Agent Paterson Grade : B-Lower**

### **Requirements:**

- A Grade 12 certificate, with one year post matric qualification in customer service or relevant qualification, with at least one year's relevant experience in a customer service industry.
- A certificate in debt counselling will be an added advantage.

### **Duties:**

- Act as point of first contact with stakeholders and thus representing the face of the NCR.
- Interface with consumers via inbound calls, e-mails and faxes for the purpose of resolving enquiries related to the NCA.
- Retrieving telephone messages and returning calls timeously.
- Probe and query consumers to assess needs and provide useful information on general and debt counselling matters.
- In cases where the customer requires more specialized solutions and the agent is unable to help, the agent will escalate the call to the relevant person/persons.
- Contribute ideas on ways to resolve operational challenges to better serve the customers.
- Participate in activities designed to improve customer satisfaction and business performance.
- Competently update and retrieve records on the Complaints Management Systems and deal with other administrative functions as required.

### **Skills:**

- Basic computer proficiency.
- Clear communication skills.
- Ability to listen with empathy and to interpret information correctly.
- Good time management skills.
- Strong interpersonal and problem solving skills.
- Conflict management skills.
- A strong service and results orientation.
- Team player with the ability to multi task.
- Credit Bureau procedures.
- Call handling techniques.

### **Knowledge:**

- Debt counselling procedures.
- Background on the National Credit Act.
- Legal/court procedures.
- Banking industry products and services.

**Closing Date: 5 June 2017**

The National Credit Regulator is an equal opportunity organisation which offers competitive market related packages. Suitable persons should send a detailed CV quoting the relevant reference number to: [COM-recruitment@ncr.org.za](mailto:COM-recruitment@ncr.org.za)

**Correspondence will only be entered into with short listed candidates. The National Credit Regulator reserves the right not to make an appointment.**



Ref : CCCA/6/17