



*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: Complaints Officer Paterson Grade : C - Lower**

### **Requirements:**

- The successful candidate will have a Legal or relevant Degree and at least 3 years experience in a similar position within a commercial credit environment.

### **Duties:**

- Effectively dealing with general and debt counselling complaints in accordance with the National Credit Act.
- Implementing an in-house complaints handling process in accordance with the National Credit Act.
- Handling complaints resolution.
- Submission of progress reports.
- Participating in team activities aimed at improving customer satisfaction and business performance.

### **Knowledge:**

- National Credit Act.
- Legal/court procedures.
- Complaints resolution processes.

### **Skills:**

- Computer literacy.
- Excellent communication skills (written and verbal).
- Conflict resolution skills.
- Strong personal and professional ethics.

### **Closing Date: 10 May 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: COCO/5/17