



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 and debt counsellors, investigation of complaints, and enforcement of the Act. The Act requires the Regulator 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 based in Midrand:

Data Capturer: Complaints

Paterson Grade : B-Lower

Requirements:

- The candidate must have a one year post matric qualification in office administration, information systems or end user computing, coupled with at least one year relevant experience.

Duties:

- Capturing data contained in the complaint forms received into the current systems.
- Scanning all documentation received by the call centre agents and complaints officers in accordance with system requirements.
- Creating profiles on the document management system in order to ensure the documentation is accessible to complaints officers, supervisors and the manager.
- Arranging on site file storage, and off site file storage with external service providers (including sourcing of quotes and managing all logistical requirements for off site storage services)

Knowledge:

- General office administration.
- Types of complaints received by the National Credit Regulator.
- Administrative processes and procedures
- Strong knowledge of MS office suite.

Skills:

- Report writing and analytical skills;
- Effective planning, organising and time management;
- Administration skills
- Interpersonal relations;
- Communication skills (verbal and written)
- Customer relations.

Closing Date: 10 September 2015

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: 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: CDDC/8/2015