



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:

Manager: Complaints Paterson Grade: D - Upper

Requirements:

- The successful candidate must hold a relevant degree or National Diploma with a minimum of 8 years working experience some of which must have been in a management /supervisory role within a similar environment.

Duties:

The incumbent will be responsible for the following;

- Oversee the Complaints Department;
- Supervising and coordinating the complaints resolution function;
- Participate in the ICT systems implementation project and ensure that key milestones are met as per the project plan;
- Advising Senior Management on high risk complaints and advise on appropriate remedial action;
- Budget, human resource and asset management and implementing the Departmental policies and procedures of the NCR;
- Participation in various committees.

Knowledge:

- National Credit Act;
- Complaints resolution processes;
- Understanding of the South African Consumer Credit Market;

Skills:

- Negotiation skills;
- Excellent written & verbal communication skills;
- Relationship management;

Closing Date: 20 November 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.



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