



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:

Supervisor: Call Centre
Paterson Grade: D-Lower
Salary ranges from R405 200 – R769 900 maximum

Requirements:

- A Grade 12 certificate or relevant equivalent qualification with at least five years call centre experience some of which must be at a supervisory/ team leader level in a customer service industry, with good all round knowledge of call centre operations.
- A minimum of 2 years' experience within a Regulatory / financial environment.
- Solid knowledge of the National Credit Act.

Duties:

- Overseeing the operational functions of the Call Centre and providing leadership and guidance to the team
- Implement the operational plan of the department
- Effective administration and call service process implementation.
- In line with the Act, assess written enquiries received by the Call Centre Department.
- Ensure accuracy of details of captured enquires received for reporting purposes.
- Ensure accuracy of details of captured complaints for purposes of referral to the complaints department.
- Development and implementation of departmental policies and procedures.
- Effectively handle all enquires referred by NCR's management in accordance with the National Credit Act.
- Provide support to the Manager.
- Ensure effective implementation of the Call Centre systems.
- Monitoring of trends in the credit industry and providing recommendations on interventions to be undertaken by the Call Centre department.
- Staff management, risk management, performance management, compilation of reports and internal/external relationship/stakeholder management.
- Providing continuous support and training to internal and external stakeholders on the Act and related legislation.

Knowledge:

- National Credit Act.
- Call Centre functions

Skills:

- Computer literacy.
- Excellent communication (written and verbal).
- Strong service and results driven
- Team player with the ability to multi task and excellent time management
- Good decision making
- Supervisory/ management skills.
- Conflict resolution and negotiation skills.
- Strong interpersonal and professional ethics and the ability to work under immense pressure.
- Administrative and presentation skills.

Closing Date: 11 May 2021

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: IF-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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