



National Credit Regulator

*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: Senior Complaints Officer Paterson Grade: C - Upper**

### **Requirements:**

- The successful candidate will hold a Legal Degree and at least 5 years experience in a legal or commercial credit environment. Experience within a regulatory environment will serve as an added advantage.

### **Duties:**

- Effectively dealing with high level debt counselling and general complaints in accordance with the National Credit Act by implementing an in-house complaints handling process.
- Monitoring complaints officer's portfolios and submission of progress reports.
- Provision of technical support and supervision to complaints officers.
- Participating in team activities aimed at improving customer satisfaction and business performance.
- Stakeholder relations.
- Assessing and evaluating written enquiries.
- Research into issues and topics relevant to complaints resolution within the credit market.
- The successful candidate may be expected to perform the aforementioned duties under extreme pressure and may be required to work overtime depending on the workload.

### **Knowledge:**

- Good knowledge of the National Credit Act.
- Legal/court procedures.
- Complaints resolution processes.

### **Skills:**

- The candidate must be computer literate.
- Have excellent communication skills (written and verbal).
- Conflict resolution skills.
- Strong interpersonal and professional ethics.

### **Closing Date: 27 September 2016**

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](mailto: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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