



*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 : Office Coordinator (Complaints Department) Paterson Grade: C-Lower**

### **Requirements:**

- The candidate must have a one year post matric qualification in Office Administration, Secretarial or Personal Assistant studies or any relevant equivalent qualification, with a minimum of 3 years' experience as a Secretary/ Office Coordinator or Personal Assistant.

### **Duties:**

- General office administration which includes the effective coordination of events and projects in the department as well as making travelling arrangements for the team.
- Internal and external communication.
- Secretarial duties which includes but not limited to diary management and ensuring the correct distribution of general correspondence.
- Provision of effective customer relations.
- Provision of professional support to the Manager.
- Ensuring effective running of the Manager's office.

### **Knowledge:**

- Administrative processes and procedures
- Strong knowledge of MS office suite.

### **Skills:**

- Excellent written and verbal communication skills.
- Report writing and analytical skills.
- Effective planning, organising and time management.
- Administration skills.
- Interpersonal relations.
- Minutes taking.
- Computer / Typing skills.
- Ability to manage, control and coordinate projects.
- Ability to manage client expectations and deliver good service.

### **Closing Date: 7 February 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: [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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