



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: Call Centre Administrator
Paterson Grade: B-Upper
Salary ranges from R103 300 – R 185 900 maximum

Requirements:

- A suitable candidate must have a one year post matric qualification in Office.
- Administration or equivalent qualification, with at least 2 years relevant experience within financial services.
- Debt Counselling Certificate will be an added advantage.

Duties:

- Providing administrative support to the Call Centre.
- Interface with consumers via calls, emails and faxes for purpose of resolving enquiries related to NCA.
- Monitoring activities and maintaining records on enquiries received.
- Maintaining and controlling a functional filing of all assessed enquiries.
- Competently update and retrieve records on the system and deal with other administrative work as and when required.
- Accurately capture details of enquiries received for reporting purposes.

Knowledge:

- National Credit Act.
- Complaints resolution processes.

Skills:

- Team player with the ability to multitask.
- Service and results orientation.
- Computer skills (Microsoft Office).
- Communications skills (verbal and written).
- Customer relations.
- Good time management.
- Strong interpersonal and problem solving
- Conflict management

Closing Date: 26 February 2024

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.



Ref : CCA/02/2024