



*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 Call Centre Agent**  
**Paterson Grade: C-Lower**  
**Salary ranges from R 159 100 – R 302 300 maximum**

**Requirements:**

- A Grade 12 certificate or relevant equivalent qualification with at least six 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.

**Duties:**

- To monitor the call centre interactions with consumers, general public and stakeholders.
- Review and route consumer enquiries to relevant departments or personnel.
- Effectively deal with matters that have been escalated to him/her by call centre agents.
- Assume the functions of a call centre agent when required.
- Act as point of first contact with stakeholders and thus representing the face of the NCR.
- Interface with consumers via inbound calls or faxes for resolving enquiries.
- Retrieving messages and returning calls timeously.
- Probe and query consumers to assess needs and provide useful information on matters.
- Facilitate the contribution of ideas on ways to resolve operational challenges to better serve the consumers.
- Participation in activities designed to improve customer satisfaction and business performance.
- Supervise the updating and retrieval of records on the Complaints Management Systems and deal with other administrative functions as required.
- The candidate will be responsible for processing enquiries received via e-email, facsimile and post and thus ensuring proper recording and referral of such enquiries for assessment.
- Ensure proper and timeous implementation of recommendations made by assessors.

**Knowledge:**

- Call centre supervision.
- Background on the National Credit Act.
- Legal /court procedures.
- Banking industry products and services.

**Skills:**

- Supervisory skills.
- Basic computer proficiency.
- Clear communication skills.
- Ability to listen with empathy and to interpret information correctly.
- Good time management.
- Strong interpersonal skills.
- Problem solving.
- Conflict Management.
- Strong service and results orientation.
- Team player with the ability to multi task.

**Closing Date: 10 August 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](mailto: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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