



*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 (Re-Advertisement)**  
**Paterson Grade: C – Upper**  
**Salary ranges from R253 900 – R482 400 maximum**

**Requirements:**

- The successful candidate will hold a Legal /B.com 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:**

- Handle complex general and debt counselling complaints in accordance with the National Credit Act
- Advising on enforcement action to be taken when necessary
- Effective complaints handling process implementation
- Monitoring of complaints and making sure the team adheres to internal policies and procedures
- Provide support to the supervisors.
- Populate and update the complaints information systems
- Communicate strategic objectives to junior staff
- Assist in the development and implementation of policies and procedures
- Monitoring of trends in the credit industry and providing recommendations on interventions to be undertaken by the complaints department,
- The candidate will also be responsible for staff and functional management, compilation of reports and relationship/stakeholder management.
- Providing continuous support and training to internal and external stakeholders on the Act and related legislation
- Provision of technical support training and supervision to complaints officers.
- 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.
- Credit agreements.

**Skills:**

- Computer literacy.
- Excellent communication, administrative skills and ability to work under pressure.
- Supervisory/management skills.
- Conflict resolution and negotiation skills.
- Strong personal and professional ethics.
- Research, interpretation and presentation skills

**Closing Date: 08 May 2019**

**Applicants that have previously applied, should not reapply**

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.*



Ref: CSC/04/19