



*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**  
**Salary ranges from: R253 900 – R482 400**

**Requirements:**

- The suitable candidate must hold a relevant three (3) year degree in legal or commerce, with a minimum of 3 years working experience in financial, legal, credit or regulatory environment. Debt Counselling certificate will be an added advantage

**Duties:**

- Handle complex general and debt counselling complaints in accordance with the National Credit Act.
- In line with the NCA, advise 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
- Provision of continuous support to supervisor and Manager
- Populate and update complaints management system
- 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
- 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
- Understanding of the South African credit market.
- Complaints resolution processes
- General understanding of Debt Counselling processes

**Skills:**

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

**Closing Date: 17 January 2023**

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: [COM-Recruitment@ncr.org.za](mailto:COM-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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