



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 and debt counsellors, investigation of complaints, and enforcement of the Act. The Act requires the Regulator 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

Requirements:

- The successful candidate will hold a Legal 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:

- The successful candidate will be responsible for effectively dealing with high level complaints in accordance with the National Credit Act by implementing an in-house complaints handling process.
- Handling complaints resolution.
- Submission of progress reports.
- Provision of technical support training and supervision to complaints officers.
- Participating in team activities aimed at improving customer satisfaction and business performance.
- Participating in and assist with research issues and stakeholder communication.
- 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:

- The candidate must be computer literate.
- Have excellent communication skills.
- Conflict resolution skills.
- Strong personal and professional ethics.

Closing Date: 29 February 2016

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
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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