



National Credit Regulator

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

Call Centre Agent

Requirements

- A Grade 12 certificate or relevant equivalent qualification; a certificate in debt counselling will be an added advantage. At least one year's call centre experience in a customer service industry with a good all round knowledge of call centre operations.

Duties

- 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 the purpose of resolving debt counselling enquiries
- Retrieving messages and returning calls timeously
- Probe and query consumers to assess needs and provide useful information on debt counselling matters
- In cases where the customer requires more specialized solutions and the agent is unable to help, the agent will escalate the call to the relevant person/persons
- Contribute ideas on ways to resolve operational challenges to better serve the customers
- Participate in activities designed to improve customer satisfaction and business performance
- Competently update and retrieve records on the Complaints Management Systems and deal with other administrative functions as required

Skills

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

Knowledge

- Debt counselling procedures
- Background on the National Credit Act
- Legal/court procedures
- Banking industry products and services.

Closing Date: 10 October 2014

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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