



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 maximum

Requirements:

- The successful candidate must hold relevant three-year degree in legal or Compliance, with a minimum of 5 years working experience in the financial, legal, credit or regulatory environment.
- Must have at least 2 years' experience in complaints or dispute resolution process.
- Knowledge or general understanding of Debt counselling process will be an added advantage.

Duties:

- Effective evaluation and resolution of complaints concerning allegations of non-compliance with the National Credit Act.
- Provide and maintain a high level of quality work.
- Compile reports.
- Provide support to Supervisor and Manager.
- Monitor and support junior staff and assist in resolving complex complaints.
- Maintain good relations with internal and external key stakeholders.
- Actively participate in team activities aimed at improving customer satisfaction and departmental performance.

Knowledge:

- Good knowledge of the National Credit Act.
- Understanding of the South African Credit Market.
- Complaints resolution processes.

Skills:

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

Closing Date: 19 May 2025

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

Correspondence will only be entered into with short listed candidates. The National Credit Regulator reserves the right not to make an appointment.



Ref: SCO/05/25