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: Call Centre Administrator
Grade: B-Upper
(12 months fixed-term contract appointment)
Salary Ranges from: R103 300 – R 185 900 maximum

Ref: CCA/09/2026

Requirements:

- A suitable candidate must have a one year post matric qualification in Office Administration or equivalent qualification.
- At least one (1) year experience in call center, customer service or administrative environment, or Grade 12 with (2) two years' experience in call center, customer service or administrative environment
- Debt Counselling Certificate will be an added advantage.

Duties:

- Providing administrative support to the call centre.
- Interface with consumers via calls, emails and in person consultations for purpose of resolving enquiries related to the NCA.
- Process / assess enquiries received by the NCR in line with the NCA and internal policies.
- Accurately capture details of enquiries received.
- Maintaining functional filling of all assessed enquiries and ensure accuracy and completeness of records.
- Compile daily, weekly or monthly reports.

Knowledge:

- National Credit Act.
- Customer service principles and engagement.

Skills:

- Skills and Competencies
- Ability to work in a team driven environment.
- Good organisational and time management skills.
- Microsoft Office (Excel, Word, Outlook).
- Effective Communications skills (verbal and written).
- Customer relations.
- Strong attention to detail.
- Ability to multitask under pressure.
- Data capturing accuracy.

Closing Date: 02 Oct 2026

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: CCA/09/2026