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: Complaints Officer (X2)

(12 months fixed-term contract appointment)
Paterson Grade: C-Lower
Salary Ranges from: R159 100 – R302 300 maximum

Ref No: COCO/09/26

Requirements:

- The successful candidate must have a degree / diploma in Finance, Compliance or Legal.
- At least 2 years' experience in a Regulatory / Credit industry.
- Experience in complaints / dispute resolution processes will be an added advantage.

Duties:

- Effective evaluation of complaints concerning allegations of non-compliance with the National Credit Act.
- Implementation of internal complaints handling policies and procedures.
- Provide and maintain a high level of quality work.
- Report writing.
- Maintain good relations with internal and external key stakeholders.
- Participating in team activities aimed at improving customer satisfaction and departmental performance.

Knowledge:

- National Credit Act.
- Complaints resolution processes.

Skills:

Computer literacy.

- Strong personal skills.
- Team Player.
- Excellent written and verbal communication skills.
- Administrative and organisational skills.
- Ability to work under immense pressure.
- Conflict resolution and negotiation skills.
- Results driven.

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.