

V A C A N C Y

Complaints Resolution Officer

Reference: PPSA 16/01/2022, Location: Head Office, Pretoria

Basic salary: R211, 713.00plus benefits

Requirements:

Minimum of a 3 year qualification in Paralegal Studies (National Diploma in Legal Assistance) or a National Diploma in Law. A minimum of 2 year's relevant experience in a customer service and Call Centre environment will be an added advantage. Good communication and interpersonal skills.

Competencies, skills and knowledge:

The successful candidate must be able to communicate effectively and have a strong customer focus, be computer literate as well as the willingness to work in a small, dynamic and cross-functional team. Well-developed telephone etiquette and professional conduct.

Duties:

The incumbents will handle all PPSA-related enquiries. Provide customer education. Ensure customer satisfaction and quality service. Sorting of complaints in terms of applicable legal provisions and legislations. Monitor and follow up on requests that have been escalated to programme and responsibility managers. Monitor and produce performance statistics and analyse statistics with a view to continuous improvement. Develop standards for prompt attendance and answering of calls. Organise a relief plan for all staff at all times when needed. Direct calls to the relevant officials to ensure that client needs are attended. Liaise with provincial offices of the Public Protector on customer queries.

Enquiries: Ms P Moota, tel (012) 366 7020 or Applications@pprotect.org

Note: All appointments will be done in terms of the Public Protector Act and a 12 month probation period which may be extended to 18 months will be applicable. The successful candidates will be expected to sign the secrecy declaration form and a performance agreement within 2 months of accepting the position.

A successful candidate will have to undergo security clearance, vetting and practical assessments may be conducted.

The Public Protector South Africa reserves the right not to fill the vacancies.

Applications must be accompanied by a covering letter with a detailed CV, 3 contactable references, recently certified (within 6 months) copies of qualifications (matric certificates, certificates of qualifications), a valid Driver's License(where required) and ID document.

Applications not complying with the above will be disqualified.

Correspondences will be limited to the short-listed candidates. Should you not be contacted within 2 months, please consider your application to be unsuccessful.

The Public Protector South Africa is an equal opportunity, affirmative action employer and is committed to the achievement and maintenance of representivity (race, gender and disability).

Preference will be given to the candidates whose appointment or promotion meets the requirements for Employment Equity representivity in the Institution.

People with disabilities and Males (All races) will be given preference.

Please direct your application, stating the relevant reference number as follows:

For the attention of **Ms P Moota** by email to **Applications@pprotect.org**

Please quote the reference number and position applying for on the email subject line.

CLOSING DATE: 21 JANUARY 2022, 16:30