

V A C A N C Y

Complaints Resolution Officer

Reference: PPSA 03/03/2023, Location: Pretoria, Head Office

Remuneration: R218 064.00 per annum plus benefits

Requirements:

Minimum of a 3 year qualification in Paralegal Studies (National Diploma in Legal Assistance)/National Diploma in Law or equivalent qualification in a related field • A minimum of 2 years relevant experience in a complaints handling, customer service and Call Centre environment • Good communication and interpersonal skills.

Competencies, skills and knowledge:

The successful candidate must be able to communicate effectively and have a strong customer focus • Computer literate as well as the willingness to work in a small, dynamic and cross-functional area • Proficiency in English and Sotho languages • Well-developed telephone etiquette and professional conduct.

Key responsibilities and Duties:

The incumbent 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 • Adhere to standards for prompt attendance and answering of calls • Be available to relieve other staff 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 T Makhubele on tel, 012 366 7053

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 candidate will be expected to sign the secrecy declaration form and performance agreement within 2 months of accepting the position.

All successful candidates will have to undergo security clearance and vetting.

Public Protector South Africa reserves the right not to fill the vacancy.

Applications must be accompanied by a covering letter with a detailed CV, 3 contactable references, recently certified (within 6 months) copies of qualifications (matric certificate, certificates of qualifications) and ID document.

Applications not complying with the above will be disqualified.

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

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 candidate whose appointment meet the requirements for Employment Equity in the Institution.

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

For the attention of **Ms. T Makhubele** by email to Applications@pprotect.org

CLOSING DATE: 31 MARCH 2023