



KWAZULU-NATAL PROVINCE
**ECONOMIC DEVELOPMENT, TOURISM
AND ENVIRONMENTAL AFFAIRS**
REPUBLIC OF SOUTH AFRICA

Applications are invited from suitably qualified and experienced persons for filling the following position/s:

ASSISTANT DIRECTOR:	COMPLAINTS HANDLING: CONSUMER PROTECTION SERVICES (X 3) POSTS
SALARY NOTCH:	R 376 596 PER ANNUM
SALARY LEVEL:	09
DISTRICTS:	ILEMBE; HARRY GWALA AND UMKHANYAKUDE
REFERENCE:	AD- CONS PROTECT - 10/AUG 2021

Requirements: An appropriate Bachelor's Degree in Law, B Proc, LLB or equivalent qualification at (NQF level 6/7) as recognized by SAQA, • Three (3) years' administrative and practical work experience in Consumer Protection environment, Legal environment, in conducting Alternative Dispute Resolution (ADR) Investigations, Regulatory environment, Customer Service. • A valid driver's licence.

COMPETENCIES NEEDED: Knowledge of Consumer Protection Legislations (National and Provincial), National Credit Act, Competition Commission Act, Access to Information Act, Consumer Protection Bill, National Credit Act. • Knowledge and understanding of the regulatory framework for the Public Service e.g. Constitution, Public Service Regulations, Public Service Act, Service Delivery (Batho Pele) and the Public Service Code of Conduct, PFMA, Labour Relations Act, Basic Conditions of Employment Act, Employment Equity Act. • Ability to communicate at all levels: National and Provincial Departments, Senior Management, Private Sector Organizations, Media and General Public. An ability to adapt to a dynamic work environment. • Understanding of departmental / Government priorities and mandates.

The candidates should demonstrate excellent skills in: Problem solving, Interpersonal, Negotiation skills, Communication, Planning and Organizing, Analytical Thinking, Time management, Investigations ADR, driving skills, Diplomacy, Computer literacy, Business planning and project management, Presentation and report writing skills, Candidates must be self-driven, motivated, results oriented and professional. Ability to source, analyze and provide data and statistics in a dynamic team-oriented environment.

KEY PERFORMANCE AREAS: • Conduct investigations and ADRs on consumer complaints • Prepare consumer complaints for adjudication by the Consumer Tribunal/Court • Conduct research and analysis of the complaints received • Ensure proper implementation of administrative services for complaints handling • Ensure and maintain partnerships with service providers and industry

regulators • Provide advice and guidance and input to consumers and as well as policy. Prepare monthly and quarterly reports


ENQUIRIES:

MR T SELEPE

CONTACT NUMBERS:

(033) 264 2716

NOTES TO CANDIDATES

1. The Department of Economic Development, Tourism and Environmental Affairs is an equal opportunity and affirmative action employer. Applications from candidates whose appointment will bolster the Employment Equity profile of the Department will serve as an added advantage and will be considered favorably; hence candidates from designated groups as defined in the Employment Equity Act are encouraged to apply. 
2. Location: **PIETERMARITZBURG** (Not unless otherwise specified for the post)
3. All information submitted will be treated as confidential. The Department reserves the right to withhold the filling of the abovementioned posts at any time prior to an appointment being made.
4. All applications must be submitted on the prescribed Application for Employment form (Z83) obtainable from any Public Service Department which must be originally signed and dated. **A new Z83 application form for applying for employment became effective from the 1st of January 2021. The new Z83 application form can be downloaded at www.dpsa.gov.za-vacancies** The application form must be accompanied by certified copies of qualifications (not copies of previously certified copies), Identity Document, and a comprehensive CV. Should an applicant be in possession of a foreign qualification it must be accompanied by an evaluation certificate from the South African Qualification Authority (SAQA).
5. **The appointment is subject to positive outcome obtained from the State Security Agency to the following checks (security clearance, qualification, citizenship and previous employment verifications). The Department will conduct a reference checks with the HR of the current and or /previous employer(s) apart from referees listed.**
6. Misrepresentation in the application documents will result in automatic disqualification and disciplinary action in the event the candidate has already been appointed. The Department reserves the right not to make appointment(s) to the advertised post(s).
7. **Failure to submit all the requested documents will result in the application not being considered.**

8. Kindly note that Written Exercises/Tests may be used as a shortlisting criterion to some of the positions.

10. CLOSING DATE FOR RECEIVING APPLICATIONS: 06 SEPTEMBER 2021 AT 16H00

11. Candidates are discouraged from sending their applications through registered mails as the Department will not take responsibility for non-collection of those applications.
12. Applicants requiring additional information regarding an advertised post must direct their enquiries to the person whose name appears under each post.
13. Due to the anticipation of the volume of applications we will receive in response to this advertisement, correspondence will be limited to short-listed candidates only. Should you not hear from us within three months of the closing date of this advertisement, please accept that your application was unsuccessful. Applicants are informed that applications, copies of qualification and CV's will not be returned.
14. **Please forward your application, quoting the relevant reference number and the name of the publication in which you saw this advertisement to: The Head of Department, Department of Economic Development, Tourism AND Environmental Affairs, Private Bag x9152, PIETERMARITZBURG, 3200 for the attention of Ms Nozipho Xolo. Applications may also be hand delivered to Ground Floor, 270 Jabu Ndlovu Street, Pietermaritzburg, 3201.**