



**PROPERTY PRACTITIONERS
REGULATORY AUTHORITY**

Vacancy: Clerk – Investigations Mediation Adjudication x1
(Permanent), Head Office

OVERALL RESPONSIBILITY

The Clerk: Investigations Mediation Adjudication is responsible for providing administrative support to the Investigations Mediation Adjudication department. The Clerk: Investigations Mediation Adjudication is responsible for administering the receipt and processing of all complaints and allocating the complaints or cases to the Secretary: Investigations Mediations Adjudication. The incumbent in this role assists the secretary with the preparations of documents to be considered by the Adjudications Appeal Committee as required by Investigations Mediation Adjudication Manager.

REQUIREMENTS

- Grade 12 (NQF 5) and Administrative Qualifications
- 1– 2 years' experience in similar environment
- Computer literacy - MS Office (Word, Excel, PowerPoint, Outlook and Internet Explorer) at an intermediate level
- Understanding of administrative and administration processes and procedures
- Previous working experience on Paper-trail system will be an added advantage
- Verbal & Written Communication, Interpersonal and Organizing skills
- Working Knowledge of Legislation applicable to PPRA
- Excellent Ms Excel skills, Data Validation, Data Reporting, Pivot Tables and Cell Formatting.
- Excellent communication skills is required
- Legal background or training will be an added advantage.
- Ability to handle large volume of work

KEY RESPONSIBILITIES

- Provide administration of all project related to functions in the Unit
- Allocate matters and queries within the Unit and follow up on resolution of the queries
- Handling, scrutinizing, re-routing and answering of all incoming correspondence (mail and e-mail) by pro-active actions and decision-making regarding claims against the Fidelity Fund and Complaints from consumers.
- Dispatch of internal correspondence within own area of responsibility
- Compile month end, quarterly and year-end reports
- Gather information and statistics and compile reports based on instructions from Manager: Investigations Mediation Adjudication.
- To deal with all correspondence
- Deliver optimal customer service to customers that adds value to the business

REMUNERATION:

R 210,216 ctc per annum

TERM OF APPOINTMENT:

Permanent

HOW TO APPLY:

- Applications must be submitted in writing and must contain the following: detailed CV, motivation for appointment,
- Preference will be given to candidates whose appointment will enhance representivity.
- Applications received after the closing date will not be considered.



The PPRA is an equal opportunity employer. The post is open to all without distinction.

CLOSING DATE: 07 DECEMBER 2022

Candidates should communicate their interest to the above positions by, 07 DECEMBER 2022 through e-mails to vacancies@theppra.org.za (late responses will not be considered)

If no correspondence is received within two weeks of the closing date applicants must accept that their applications have been unsuccessful.