

INTERNAL VACANCY - CABD/ 2026/007

JOB OVERVIEW			
Position :	Case Administrator – New Complaints Unit	Grading:	C1/C3
Department:	Banking Division	Reporting to:	Manager Escalations

JOB REQUIREMENTS	
Qualification	NQF 5: Higher Certificate
Experience	1 - 5 years related professional Experience

NFO CORPORATE VALUES	
Effectiveness	We will ensure a consistent redress in all appropriate sectors of financial services.
Independence	We will ensure visibly objective, impartial, fair and unbiased processes and decisions.
Accessibility	Our services will be well-known, easy to use, and free for consumers.
Efficiency	We pledge good quality of service and value for money.
Openness	We will be clear and open to scrutiny about our work and the lessons that can be drawn from it.
Customer Centricity	We will put our customers first and at the core of our business to provide a positive experience and build long-term relationships.

JOB PURPOSE	Key Performance Areas
To manage and resolve complaints efficiently and fairly by ensuring that all cases—whether outside jurisdiction, premature, or formal—are appropriately assessed, referred, and processed on the Respond system. This role ensures timely communication with complainants, banks, and other Ombudsman offices while maintaining accurate records and adhering to service standards.	KPA No. 1 - Outside Jurisdictions
	KPA No. 2 - Premature
	KPA No. 3 - Formal Cases
LEVEL OF AUTHORITY	
Level 2 - Act after Approval	

APPLICATION INFORMATION	
To apply kindly send your CV and supporting documents to careers@nfosa.co.za with the following reference: CABD/2026/007 and your full name	
Application closing date:	2 June 2026

Key Responsibilities and Job Requirements

KPA's (Key Performance Areas)	Job Tasks / Job Activities How will the KPA be implemented?
KPA No. 1 - Outside Jurisdictions	Make the correct assessment with regards to the jurisdiction of cases and referring complainants to the correct Ombudsman office.
	Forward letter to the complainant within 48 hours of allocation
	Forward letter to correct other jurisdiction within 48 hours of allocation
	Respond to correspondence - emails, faxes, and post within 48 hrs
KPA No. 2 - Premature	Attend to premature matters on Respond within 48 hours of being allocated from Tumelo - referral to bank and acknowledgment to complainant
	Ensure complaint is attached to Respond and that all complainant details are captured correctly
	Convert matter on day 22 if bank did not respond within 24 Hours
	Close matters that have been settled on Respond within 48 Hours of receipt of banks response
	Ensure that Respond is updated correctly and that all information and categorization is correct before conversion or closure
	Check for Duplications
	Confirm that matter is resolved with complainant before closure
	Label all correspondence and notes correctly
	Respond to difficult/upset complainants promptly that follow up on premature
KPA No. 3 - Formal Cases	Attend to formal cases on the Respond system with 48 hours of being allocated to you
	Ensure that all relevant correspondence is attached to the case before sending it to the bank
	Follow up on bank responses within 48 hours of response being due but not received and give bank 2 days to respond
	Escalate all formal cases where the response has not been received after giving the bank an extra 48 hours for allocation to an adjudicator
	Close all matters that were settled within 48 hours of receiving bank's response
	Escalate all matters that were not settled for allocation within 48 hours of receiving bank's response
	Respond to difficult/upset complainants promptly
	Escalate request for reviews to the relevant adjudicator or manager