

South African Board for Sheriffs – Job Description
January 2018

Name:

Supervisor: Complaints Investigation Officer

Substitute N/A

Supervisee/s N/A

Job title **Complaints Administrator**

Purpose of the Position

Register; Evaluate and process complaints received within set periods.

Scope

The Complaints Administrator reports to the Complaints Investigation Officer and is responsible for registering, processing and resolving or escalating complaints received about Sheriffs from various stakeholders.

Responsibilities

The administrator's major responsibilities are administration & processing of complaints according to the organisation's standards and procedures.

| Key Performance Area | Weighting |
|------------------------------|------------------|
| KPA 1: Complaints processing | 60 |
| KPA 2: Administration | 40 |

KPA 1- Complaints processing

| KEY RESULT | TASK |
|--|--|
| Complaints processing: Registering, processing and resolving or escalating complaints | <ol style="list-style-type: none">1. Receive complaints via correspondence, email or consulting with stakeholders.2. Register/process all incoming and outgoing mail with regards to complaints3. Maintain database of all complaints received as well as actions kept4. Schedule and book appointments with complainants within agreed timeframes5. Manage telephone queries6. Maintaining of complaints procedure7. Referral of matters for possible disciplinary action to the Legal Manager8. Keep up to date and apply relevant legislation and guidelines9. Compile Monthly Statistics |

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KPA 2 – Administration

| KEY RESULT | TASK |
|--|---|
| <p>Administration: Efficient handling of Administrative duties</p> | <ol style="list-style-type: none"> 1. Maintaining records of complaints received, that is, written or telephonically, according to agreed standards and processes’. 2. Record feedback provided to complainants 3. Create and store reports according to identified processes and procedures 4. Secure documentation according to the organisation’s standards. 5. Maintain a standardised filing system for filing of documents in a timely manner 6. Research information for clients, managers and co-workers (for the Board). 7. Answer telephone calls promptly, courteously and efficiently 8. Keep and organise a diary of appointments and events according to recognized practices. 9. Create and manage written and verbal communications 10. Create and maintain data spreadsheets according to agreed organisational standards. |

Knowledge, Skills and Abilities

Knowledge/Qualifications

Minimum qualifications: Matric + paralegal diploma. A relevant legal degree is recommended.

Minimum experience: 4 years working experience in a legal environment dealing with civil (litigation) processes.

Basic knowledge required: General knowledge of legislation including the Sheriffs Act, its regulations and its Code of Conduct

Skills

The incumbent must demonstrate the following skills:

- Application and interpretation of legislation
- Exceptional attention to detail
- Strong numerical and negotiation skills
- Focus on overall customer service experience
- The ability to remain calm under pressure
- Ability to plan work activities and Time management
- Excellent administrative skills
- Excellent written and verbal communication skills

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Personal Attributes/Abilities

Communications – Strong communication skills

- Apply programme priorities according to documented standards and expectations
- Constantly evaluate the quality of own communication

Constituent Relationships - Manage relationships with stakeholders

- Identify potential constituents with whom to build relationships within the context of the SABFS
- Implement documented policies governing relations with stakeholders
- Maintain effective constituent relationships.

Personal Leadership: - Communicate and model SABFS mission and priorities to stakeholders

- Instil pride in meeting work standards among colleagues.
- Accept personal responsibility for own work performed.
- Enable and empower self to take initiative and be creative
- Assist with the implementation of SABFS vision and program goals

Problem Solving - Identify problems that undermine the effectiveness of a programme/process

- Identify workable solutions for program-wide problems, systems and processes.
- Support colleagues and leaderships involvement with, and accountability for, problem solving as a means to increase organisational capacity

Program Planning and Management: - Support the development, implementation and evaluation of program activities

- Support established budgets and implement agreed steps and time frames
- Build consensus with colleagues and management
- Support established standards and agreed expectations for performing work activities and ensure the quality of own work produced
- Successfully manage own work projects.
- Invite critical analysis and perspectives from colleagues and act on their recommendations to improve program/process effectiveness.

Resource Building and Stewardship:

- Encourage relationship building with stakeholders and colleagues to assure continued support for SABFS
- Build support for SABFS initiatives amongst stakeholders and colleagues
- Support SABFS mission, programs and services.

Results Orientation

- Working diligently through each aspect of a task or project;
- Driving a task or project through to completion within agreed timeframes.

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- Identifies priorities of own tasks and/or activities and effectively allocates own time to complete tasks.
- Identifies priority of team activities and/or projects, establishes, and articulates short to medium term goals for own activities
- Delivers on project/assignment outcomes by establishing workable frameworks.

Teamwork:

- Contribute own expertise to the work performed by the team.
- Support the effective interactions among peers and colleagues
- Support effective team functioning by dealing with issues of conflict.
- Identify needs and providing opportunities for improvement or enhancing own skills.
- Produce required reports detailing results achieved.
- Provide critical insight and feedback to team, to enhance the performance and results of the team

Terms of Contract: Permanent

Print Name

Signature

Date

Reviewed by Legal and Complaints Manager