

INTERNAL AND EXTERNAL ADVERTISEMENT

JUNIOR CASE MANAGERS

The Office of the Ombud for Financial Services Providers (FAIS Ombud) was established in terms of the Financial Advisory and Intermediary Services Act, 37 of 2002 (the FAIS Act). Its objective is to consider and dispose of complaints in a procedurally fair, informal, economical and expeditious manner and by reference to what is equitable in all circumstances. The FAIS Ombud offices are located in the east of Pretoria in Gauteng.

In order to discharge its mandate, the FAIS Ombud seeks to appoint **Junior Case Managers** who will be responsible for inter alia:

- Investigating and resolving complaints in terms of the FAIS Act through mediation and conciliation;
- Attending to closing of files, analyzing and recording of data for statistical purposes;
- Drafting case concepts/investigation reports for submission to the special technical committee and/or the FAIS Ombud;
- Conducting research in the relevant areas of law and policy nationally and internationally;
- Attending internal meetings as well as external meetings on behalf of the FAIS Ombud to ensure the speedy resolution of complaints; and
- Various other duties as may be determined from time to time by the FAIS Ombud.

Call 080 111 6666 to anonymously report incidences of fraud at the FAIS Ombud

Fairness in Financial Services: Pro Bono Publico

Sussex Office Park, c/o Lynnwood and Sussex Avenue, Lynnwood, 0081
P O Box 74571, Lynnwood Ridge, 0040
Phone: (012) 762 5000 / (012) 470 9080; Fax: (012) 348 3447 / (012) 470 9097
www.faisombud.co.za

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The ideal candidate must have:

- A tertiary qualification in Law or a Bcom, with a Post Graduate Diploma in Financial Planning Law, (CFP)™, or an equivalent qualification;
- Admission as an Attorney will be an advantage;
- 1– 3 years' experience in the financial services industry will be an advantage;
- An understanding of the regulatory environment of the financial services industry;
- The ability to extract the essence of a complaint where the complainants have often referred to irrelevant information, which may cloud the crux of the complaint;
- The ability to analyze, interpret, solve problems, and make legal arguments to reach a conclusion; and
- Good writing skills with an ability to express complex concepts simply.

Behaviors

- Must be a quick learner with good people skills;
- Must be able to operate within a target driven environment; and
- Results / Output / Deadline driven.

Knowledge

- Must be computer literate.

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Interested persons should forward their CVs to Applications@faisombud.co.za by no later than **23 May 2018**. Enquiries may be directed to Ms. Lusanda Chili at 012 762 5000.

In accordance with the FAIS Ombud's Recruitment Strategy, preference will be given to candidates from designated groups.

The Recruitment and Selection Strategy allows and encourages staff referrals in instances where staff members know suitable external candidates for the advertised position.

Only shortlisted candidates will be contacted. Should you not hear from us within 30 days after the closing date, please consider your application unsuccessful.

Final candidates will be required to undergo a comprehensive background check, which may include security screening, psychometric testing and verification of credentials.

We reserve the right not to make an appointment.



Handwritten signature and date: 16/5/2018

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