

Complaints Assistant



Duration: Permanent

Location: Midrand, Gauteng

Remuneration: Market related

The South African Board for Sheriffs (SABFS) is responsible for the maintenance of the esteem of, the enhancement of the status of, and the improvement of the standard of training of and functions performed by sheriffs, in a manner that enhances access to justice.

The Board seeks to appoint a progressive, service-oriented and results-driven individual to effectively provide innovative, cost-effective and value-added complaints assistance services to the SABFS, and to ensure good corporate governance within the Sheriffs' profession.

This position reports to the Manager: Complaints Officer.

KEY PERFORMANCE AREAS

- Receive complaints and inquiries via email, telephone, and in person, and resolve complaint inquiries in a fair and timely manner
- Assist members of the public with lodging complaints
- Categorise and allocate complaints to relevant Complaints Administrators
- Acknowledge receipt of complaints and inquiries
- Assist with tracking the progress and maintenance of complaints schedules
- Assist with providing updates to complainants on the status of their complaints when required
- Liaise with internal departments to obtain information and supporting documentation when required
- Escalate complex, sensitive, or high-risk complaints to the Complaints Officer
- Assist the Complaints Officer with administration, documentation, case files, and reporting
- Ensure compliance with internal procedures, policies, and service standards
- Maintain confidentiality and proper handling of sensitive information
- Collaborate with teams to resolve complex issues

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of complaint handling processes, customer service principles, and relevant policies and regulations
- Strong communication, interpersonal, and customer service skills
- Good administrative, organisational, and record-keeping skills
- Ability to accurately capture data and maintain attention to detail

- Ability to manage time, prioritise tasks, and meet deadlines
- Ability to handle sensitive information with confidentiality and professionalism
- Ability to resolve queries, use sound judgement, and escalate complex matters appropriately
- Computer literacy and ability to use office and case management systems
- Ability to work independently and as part of a team under pressure
- communication and interpersonal skills
- Strong problem-solving and analytical skills
- Ability to work in a fast-paced environment
- Knowledge of customer service principles and practices
- Proficiency in MS Office and Excel

QUALIFICATIONS & EXPERIENCE

- A relevant Legal Degree (LLB) or equivalent
- 1-2 years' experience in complaints handling
- Empathetic and patient approach

NOTE: Only shortlisted candidates will be contacted. Should you not receive any response from SABFS within 4 weeks after the closing date, please consider your application unsuccessful.

APPLICATION PROCESS

- ❖ A Curriculum Vitae, certified copies of ID and qualifications should be submitted to:
<https://www.surveymonkey.com/r/X378996>
- ❖ Closing date for all applications – **15 June 2026**

NOTE: The South African Board for Sheriffs encourages applications from people with Disabilities.

TO VIEW THE FULL JOB DESCRIPTION, PLEASE VISIT OUR WEBSITE www.sheriffs.org.za