

Complaints Administrator X2



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 main purpose of the post is to register, evaluate and process complaints received within set timeframes. This position reports to Manager: Complaints Officer

KEY PERFORMANCE AREAS

The below highlights the key areas of focus but is not limited to:

- Register, process and resolve or escalate complaints
- 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

- Good 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 good time management
- Excellent administrative skills
- Excellent written and verbal communication skill

QUALIFICATIONS & EXPERIENCE

- Grade 12
- A relevant Legal Degree (LLB) or equivalent
- Minimum of 4 years work experience in a legal environment dealing with civil (litigation) processes
- General knowledge of legislation including the Sheriffs Act, its regulations and its Code of Conduct

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/38XYJH2>
- ❖ Closing date for all applications – **24 July 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