



Johannesburg Social Housing Company

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## INTERNAL AND EXTERNAL ADVERTISEMENT

The Johannesburg Social Housing Company SOC Limited (JOSHCO) mandate is to develop and manage affordable rental housing for the lower market as an integral part of efforts to eradicate the housing backlog of the City of Johannesburg. JOSHCO is a registered Social Housing Institution and is accredited by the Social Housing Regulatory Authority (SHRA).

**JOSHCO invites suitably qualified and experienced persons to apply for the following vacant position.**

**Position** : **Pre- Legal Recoveries Officer X4**  
**Employment Status** : **Permanent**  
**Department** : **Operations and Finance**

**Purpose of the Job:** The Recovery Officer is responsible for the collection of debts prior to legal recovery proceedings commencing, negotiating payments/payment arrangements, handling debtor enquiries and provides administrative assistance to the team, recommending suitable debt recovery methods, including pre-legal & legal (attachment orders {salary/goods} leading to evictions)

### Responsibilities (but not limited to the following):

- ◆ To recommend suitable debt recovery methods, including pre-legal & legal (Litigations)
- ◆ To build strong working relationships with legal firms, DCS's, advising on collections decisions from a strongly legal perspective.
- ◆ To manage relationships with collection agencies and lawyers.
- ◆ To source new collections strategies and agree with in terms of the SLA's.
- ◆ To respond to general tenants, firms of attorney's inquiries and provide advice as required.
- ◆ To develop and maintain a high degree of technical knowledge of Recovery and to be part of the JOSHCO's specialist team in this field.
- ◆ Assist in the recovery or unpaid monies due to the JOSHCO.
- ◆ Instigate appropriate action, on a case-by-case basis, to ensure the most effective method of debt recovery is used whilst taking into account all the tenant's circumstances.
- ◆ Negotiate arrangements for settling outstanding arrears, ensuring that prompt action is taken in cases where arrangements are not honored.
- ◆ Maintain a close working relationship with the Revenues team (Credit Controllers).
- ◆ Issue various documents associated with the recovery of unpaid debts, as appropriate, including; liability order notices, attachment of earnings/salaries, referrals to Enforcement Debt collections firms and attorneys, etc.
- ◆ Carry out enquiries to trace customers that have absconded without paying rent/balance owed.
- ◆ Respond to telephone, personal and written enquiries in accordance with the Company's customer care standards maintaining a professional manner at all times.
- ◆ Maintain personal work records and provide management with statistical information as and when required.

- ◆ Work in an internal and external customer related way in accordance with adopted procedures and good practice.
- ◆ Interpret tenants' statement of accounts and update customer information.
- ◆ Tenant reconciliation of accounts, provide feedback and escalate to other departments.
- ◆ Ensures that professional, high quality customer service is provided.
- ◆ Ensures that the Company's professional reputation is maintained and projected.
- ◆ Ability to interact with both internal and external stakeholders in difficult and sensitive situations with sympathy and empathy in order to convey information to resolve tenants queries via written or oral responses

**Minimum job Requirements, interested applicants must be in possession of:**

- ◆ Grade 12
- ◆ Law or Legal related Degree/LLB; BA Law or BCOM Law
- ◆ At least 3 - 5 years' experience in Credit Management.
- ◆ Collections will be an added advantage.
- ◆ Basic Legal or Pre-legal management Course

**Skills and competencies-** The ideal applicant must possess the following skills and competencies:

- ◆ **Generic skills:** Communication (basic), Conflict Management (complex), Customer Service (complex), Relationship Management (complex), Teamwork (basic).
- ◆ **Management and leadership skills:** legal recoveries (basic), organizational management and principles (basic), risk management (complex), planning and organizing (basic), gather and analyzing information (basic), commercial awareness (basic)
- ◆ **Technical Knowledge and Skills:** Default management (complex), developing and implementing repayment policies and procedure (basic), housing sector legislation (basic), lease agreement management (basic).
- ◆ **Attributes:** Emotional Intelligence, Interpersonal Skills, Assertiveness, Attention to detail, Adaptability, Flexibility, Situational Sensitivity.

**Application Procedure:**

Please take note that only online applications will be considered. Please apply by using the following link below, by either copying the link onto browser or click on the link. Failure to apply using the correct link, will result to any application not considered.



[https://share-eu1.hsforms.com/1Y0\\_kLMIXQ4GEK-8o\\_XmgXQew554](https://share-eu1.hsforms.com/1Y0_kLMIXQ4GEK-8o_XmgXQew554)

JOSHCO is an equal opportunity and affirmative action employer, and all appointments will be made in accordance with the Company's Employment Equity Plan to promote its retrospectivity (race, gender, and disability). Correspondence will only be limited to shortlisted candidates and applicants who have not been contacted within 6 weeks should consider their applications unsuccessful. JOSHCO reserves the right not to make an appointment.

**The Closing date for applications is 14 December 2023 at 16:00 any application received after the closing date will not be considered.**