



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 : **Specialist: Credit Control**
Employment Status : **Permanent**
Department : **Officer of the Chief Operations Officer**

Purpose of the Job: The purpose of the position is to plan, report, communicate and effectively supervise and support the credit control function as well as provide leadership and guidance with the ultimate aim of improving cash collections and reducing bad debts.

Responsibilities (but not limited to the following):

- ◆ Ensure that all administrative duties pertaining to accuracy of the customer account as well as the billing, data, cash, and collections, thereof are timeously, correctly and efficiently dealt with.
- ◆ Management and administration of staff discipline. Implement career development through coaching, monitoring, training and development interventions.
- ◆ Organize and direct regular meetings with staff, stakeholders, and tenants to exchange information.
- ◆ Ensure compliance of all company SOP's, SLAs, revenue policies as well as relevant legislations and regulations.
- ◆ Ensure high level of integrity and quality of all work done by the section.
- ◆ Compile daily, weekly monthly statistics, reports, presentations for all work done.
- ◆ Effectively manage and implement operational controls and performance incentives.
- ◆ Effectively manage human resources and implementation of associated plans (performance, development training etc).
- ◆ Assist staff in solving their work-related problems and referring to relevant departments. Conduct regular staff performance.
- ◆ appraisal and provide coaching and support where it is necessary.
- ◆ Oversee staff daily attendance and time management.
- ◆ Assist staff in resolving complicated queries.
- ◆ Daily monitoring of credit controllers' progression on collection of the debtor's book and next step planning and executions.
- ◆ Create a hand over file request to the Pre-legal department team directly.

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

- ◆ Bachelor's degree in Finance or Credit Management
- ◆ 5 years' experience in Credit Control or Collections, of which 2 years must be at supervisory level.
- ◆ Computer literacy
- ◆ Valid driver's license

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

Generic skills: Conflict Management, Customer Service ,Relationship Management, Teamwork, Presentable, professional, and confident, Good communication skills, Assertive when required, Show initiative.

Technical Knowledge and Skills: Default Management, Developing and Implementing repayment policies and procedures, Eviction Management, Housing Sector Legislation, Lease Agreement Management

Attributes: Emotional control, Persuasion, Assertiveness, Interpersonal Skills, Attention to detail, 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 an application not considered.



<https://share-eu1.hsforms.com/1wUjhJol-SYyAR5WAKWu-OAew554>

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 representivity (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 19 December 2023 at 16:00 any application received after the closing date will not be considered.