



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 - Pre-Legal Recoveries**
Employment Status : **Permanent**
Department : **Office of the Chief Operations Officer**

Purpose of the Job: The Team Leader is responsible for supervising a team of Pre-legal Recoveries officers to ensure that operational targets are met while ensuring an excellent customer experience. Primary function is support and guide the pre-legal department in daily administrative tasks, have an in-depth understanding of the department, and be able to report on updates of all tasks.

Responsibilities (but not limited to the following):

- ◆ Manages a team of Pre-legal officers to ensure that departmental targets are achieved through excellent customer experience, making use of training, performance management, succession planning and monitoring, reporting on all of these statistics.
- ◆ Management reports, payments are timeous, accurate and complete.
- ◆ To recommend suitable debt recovery methods, including pre-legal & legal (Litigations)
- ◆ To manage relationships with collection agencies and lawyers.
- ◆ To respond to general tenants, firms of attorney's inquiries and provide advice as required.
- ◆ Superior customer service is consistently provided, and the Company's professional reputation maintained.
- ◆ Good coordination and working relationships exist with related departments and units. Assistance is provided as needed.
- ◆ Ensures that tenants' requests, questions, and problems are promptly and courteously resolved.
- ◆ Ensures that professional, high quality customer service is provided.
- ◆ Create and maintain an effective filing system.
- ◆ Assist in the preparation of internal and external audit.
- ◆ Ensures that work areas are clean, secure, and well maintained.

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

- ◆ Matric/Grade 12
- ◆ LLB Degree or similar qualification
- ◆ 2-3 Years experience relevant experience.

- ◆ Admitted Attorney or Advocate.

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, organizational management and principles, risk management, planning and organization, problem solving, gather and analysing information, commercial awareness.
- ◆ **Technical Knowledge and Skills:** Default management, developing and implementing repayment policies and procedures, housing sector legislation, lease agreement management.
- ◆ **Attributes:** Emotional Intelligence, Interpersonal Skills, Assertiveness, Attention to detail, Adaptability, Flexibility, Situational Sensitivity, Persuasion.

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/10-Hy9eyEQaq0iw5fJC-keAew554>

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.