

# VACANCY



The Namibia Financial Institutions Supervisory Authority ("NAMFISA; the Authority") is an independent institution established by virtue of Act No. 3 of 2001 to regulate and supervise financial institutions in Namibia as mandated by various acts of Parliament. NAMFISA is an equal opportunity employer and invites competent & suitably qualified candidates to apply for the following position:

## COMPLAINTS ANALYST DIVISION: MARKET CONDUCT

### THE POSITION REPORTS TO THE COMPLAINTS OFFICER, CONSUMER COMPLAINTS DEPARTMENT

#### JOB PURPOSE:

The purpose of this job is to resolve complaints and enquiries, create and maintain good public image and provide information to the consumers and the public.

#### KEY ACCOUNTABILITIES:

- Resolve complaints by evaluating information collected pertaining to queries/complaints, analyzing complaints to determine best practices on how to deal with the complaint, deciding on appropriate action to be taken, and liaising with relevant stakeholders;
- Consult with complainants and service providers to gather information;
- Refer consumers to appropriate regulatory or consumer protection institutions;
- Liaise with key teams across the office to process complaints to resolution;
- Provide progress reports to complainants;
- Draft presentations and compile complaints statistics;
- Conduct presentations with regulatory departments to discuss complaints;
- Maintain an up to date Complaints register.

#### QUALIFICATIONS AND EXPERIENCE:

- Relevant Bachelor's degree (e.g. Law / Economics);
- A minimum of two (2) years relevant experience in one or more industries regulated by NAMFISA.

#### KNOWLEDGE OF:

- Basic knowledge and understanding of the regulated financial sectors;
- Above average understanding of the regulated legislation;
- Basic knowledge of dispute resolution.

#### SKILLS:

- Governance, risk management, compliance and information/knowledge management
- Quality assurance
- Continuous improvement
- Stakeholder engagement
- Complaints management
- Complaints resolution
- Complaints trends and analysis
- Service delivery
- Business writing
- Records management

#### REMUNERATION:

NAMFISA offers a market-related total cost to company package based on work experience and qualifications. The package includes retirement and medical aid benefits.

We encourage energetic, dynamic and results-driven team players to forward their applications to:

Vacancies

Human Resources Manager, P. O. Box 21250, Windhoek

OR

NIEIS: home

OR

Hand deliver to:

Upper Ground Floor, 51 – 55 Werner List Street, Gutenberg Plaza

OR

E-mail to: [hr@namfisa.com.na](mailto:hr@namfisa.com.na)

Persons with disabilities may apply via the above channels, or via the National Disability Council of Namibia as follows:

Ms. M. Katjinamunene – [magdalena.katjinamunene@mgepesw.gov.na](mailto:magdalena.katjinamunene@mgepesw.gov.na)

OR

Ms. M. Ndengu – [maria.ndengu@mgepesw.gov.na](mailto:maria.ndengu@mgepesw.gov.na)

Deadline for applications: Friday, 30 May 2025

As per Affirmative Action (Employment) Act, Act 29 of 1998, Namibian Citizens from disadvantaged groups and persons with disabilities will receive preferential treatment and are encouraged to apply.

Please note that certified copies of qualifications and identification documents should be attached to your application. Only short-listed candidates will be contacted and no documents will be returned.

No faxed applications will be accepted.

NAMFISA reserves the right not to make an appointment in this position.