

Reference No: MCAA/HR/EXT/0826

Date of Issue: 7th September 2026

Title:	Administrative Officer [BASED IN GOZO]	Grade:	8
Division:	Office for Consumer Affairs (OCA)	Jobsplus Permit no:	619/2026

The Malta Competition and Consumer Affairs Authority (MCAA) invites applications for the post of **Administrative Officer**.

This appointment shall be made on the basis of an Agreement for an indefinite period and will be subject to a probationary period of twelve (12) months.

The selected candidate is to report any known actual, potential, or apparent conflicts of interest prior to accepting an appointment, through the prescribed Declaration available at Appendix 1 to Directive 16.

Salary

The salary for the post of Administrative Officer is in line with Grade 8 of the MCAA's Grading and Salary Structure, which in the year 2025* was €25,242 per annum, rising by annual increments of €408 up to a maximum of €27,690. Appointees will also be entitled to the payment of an annual performance bonus of up to a maximum of 3% of their basic salary, subject to satisfactory performance, and a payment of an on-call allowance of €2,000 per annum for responding to alarm activations and other urgent matters that may arise outside normal and atypical working hours.

* It is to be noted that the salaries are currently being revised.

The result will be valid for a period of one (1) year from the date of publication.

Position Description

Overall Purpose of Position

The Administrative Officer will be managing and handling consumer-to-trader disputes referred to the Complaints and Conciliation Directorate for conciliation, including complaints within the remit of the OCA as the National Enforcement Body (NEB) for passenger rights, primarily air passenger rights.

Main Accountabilities & Responsibilities

The selected candidate will be expected to:

- Assist in the registration, processing, and handling of disputes referred to the Directorate for conciliation;
- Attend to consumers at the Directorate's front desk, both in person and via telephone, by providing preliminary direction and advice to clients;
- Answer consumer calls through the freephone service;
- Carry out any other administrative tasks as requested by management, including managing and overseeing the weekly referrals of complaints to the Consumer Claims Tribunal and following up on CCT with consumers;
- Maintain records and produce reports of cases dealt with by the Directorate;
- Carry out front office duties;
- Keep abreast of best practices in the area of expertise through research, training, and participation with external groups and bodies; and
- Undertake any other duties and responsibilities effectively and undertake other assignments as reasonably directed by the Director General, Director (Complaints and Conciliation), or the Chairperson's Office.

Job Requirements

By the closing time and date of this call for applications, applicants must:

- i. Be in possession of a recognised diploma at MQF level 5 (subject to a minimum of 60 ECTS/ECVET credits, or equivalent*) in Customer Care, Conflict Management, Dispute Resolution, or a related field that provides knowledge directly relevant to the role, plus one (1) year of relevant work experience; or

Be in possession of at least 'O' level standard of education, including a pass (at least at Grade 1-5, Grade C or a comparable level) in five (5) subjects at MQF level 3, which must include Maltese, English, and Mathematics, plus three (3) years of relevant work experience;

- ii. Be in possession of an ICDL Workforce or ECDL Standard certificate;
- iii. Have strong verbal and written communication skills in both Maltese and English; and
- iv. Have a clean police conduct, not older than six months from the date of this call for applications.

* A recognised qualification comparable to 60 ECTS/ECVET credits, as applicable, is only accepted subject to an MQRIC formal recognition statement being submitted with the application.

Knowledge, Skills and Competences

- Work under limited supervision;
- Detail-oriented and works with a high degree of accuracy and confidentiality;
- Problem-solving skills, able to multitask and meet challenging deadlines;
- Strong competency in record keeping using databases and spreadsheets;
- Highly organised and flexible; and
- Able to maintain a professional approach at all times.

Working Conditions

- The selected candidate will be posted at the MCCA Gozo Branch and must report to work in Gozo as required;
- Expected to work flexible hours in order to meet accountabilities and attend meetings after office hours;
- Expected to respond to alarm activations and other urgent matters that may arise outside normal and atypical working hours;
- May be required to travel on company business;
- Abide by rules and regulations issued by MCCA and meet stipulated deadlines; and
- Expected to maintain oneself abreast with best practices relevant to the post and attend any training which may be provided.

Submission of Applications

Interested candidates are to submit their application for the attention of the Chief Officer (Human Resources) at the Malta Competition and Consumer Affairs Authority by email on careers.hr@mccaa.org.mt. Applications are to include a motivational statement clearly quoting the position being applied for, an updated Curriculum Vitae, a copy of the relevant qualification certificates, and an MQRIC formal recognition statement/s where applicable and a clean police conduct, not older than six months. The closing date for the receipt of applications is **23rd September 2026, end of business**.

Applications received after the closing date and time will not be considered.