

**Reference No:** MCCAA/HR/EXT/1624

<b>Position Description</b>			
<b>Title:</b>	Administrative Officer (Complaints & Conciliation)	<b>Grade:</b>	8
<b>Division:</b>	Office for Consumer Affairs	<b>Jobsplus Permit no:</b>	851/2024

The Malta Competition and Consumer Affairs Authority (MCCAA) invites applications for the post of **Administrative Officer (Complaints & Conciliation)**.

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.

#### **Overall Purpose of Position**

Managing and handling of consumer to trader disputes referred to the Complaints and Conciliation Directorate for conciliation, including complaints falling within the remit of the OCA as the National Enforcement Body (NEB) to passenger rights, primarily complaints related to but not limited to air passenger rights.

#### **Main Accountabilities & Responsibilities**

The selected candidate will be expected to:

- **Complaint Handling:** Assist in the registration, processing and handling of disputes referred to the Directorate for conciliation;
- **Preliminary Direction:** Attend consumers at the Directorate's front desk, both in person and via telephone, by providing preliminary direction and advice to clients;
- **Freephone:** Answer consumer calls through the freephone service;
- **Administrative Support:** 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 follow up on CCT with consumers;

- **Record keeping:** Maintain records and producing reports of cases dealt with by the Directorate;
- **Self-improvement:** Keep abreast on best practices in the area of expertise through research, training and participation with external groups and bodies;
- **Other:** Undertake any other duties and responsibilities effectively and undertake other assignments as reasonably directed by the Director General, Director or the Chairperson's Office.

### **Qualifications and Experience Requirements**

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

- 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;
- Be in possession of an ECDL certificate;
- Have at least two (2) years of relevant work experience in a position in Grade 9 of the MCCAA Collective Agreement, or higher, in an office environment;
- Have excellent verbal and written communication skills in both Maltese and English; and
- Be in possession of a clean police conduct, not older than six months.

Any recognised, comparable qualification and work experience shall be looked upon favourably.

### **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;
- Able to maintain a professional approach at all times.

### **Working Conditions**

- Expected to work flexible hours in order to meet accountabilities and attend meetings after office hours;
- May be required to travel on company business;

- iii. Abide by rules and regulations issued by MCCAA and meet stipulated deadlines;
- iv. Selected officers are required to complete training provided by the Authority and attain a Level 5 Award in Intermediate and Practical Alternative Dispute Resolution Skills within the first 18 months of their assignment to this position;
- v. Expected to maintain oneself abreast with best practices relevant to the post and attend any training which may be provided; and
- vi. Carry out any duties within the Authority as, from time to time may be assigned by Chairperson (MCCAA).

### **Submission of Applications**

Interested candidates are to submit their application for the attention of the Director (Human Resources and Administration) at the Malta Competition and Consumer Affairs Authority by email on [careers.hr@mccaa.org.mt](mailto:careers.hr@mccaa.org.mt). Applications are to include a motivational statement clearly quoting the position being applied for, an updated Curriculum Vitae, a Police Conduct Certificate (obtained within the last six (6) months), copy of the relevant qualification certificates and an MQRIC formal recognition statement/s where applicable. The closing date of the receipt of applications is **5 September 2024 end of business**.

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