

The Community Schemes Ombud Service Act (Act 9 of 2011) was promulgated on 11 June 2011 and provides for the establishment of the Community Schemes Ombud Service (“CSOS”) as a public entity. The CSOS has been classified as a Schedule 3A Public Entity in terms of the Public Finance Management Act (Act No.1 of 1999) (PFMA).

### **ERRATUM ADVERT - CONCILIATOR: GP**

(Ref. CSOS/C/GP/08/24)

This position reports to the Senior Manager: Dispute Resolution and offers a total cost to company package of R917 084,39 per annum.

#### **Requirements**

- Recognized Law degree (LLB) or a relevant National diploma, with a focus on Conciliation.
- At least 3 – 5 years of experience in the dispute resolution environment.
- Expertise and understanding of Community Schemes governance and conciliation of disputes.
- Understanding political and legislative environment of the CSOS and thorough knowledge of the CSOS as well as the Sectional Titles Management Act.
- Knowledge of the Community Schemes environment.
- Should have Corporate Governance with emphasis on community schemes.
- Advanced MS Office skills.
- Advanced presentation skills.
- Should be service- oriented.
- Should have analytical thinking skills.

#### **Key Performance Areas**

- Preparing and issuing Notices of Set down for all Conciliation hearings, inviting parties to a formal conciliation hearing.
- Chairing the conciliation sessions and assisting parties to find a resolution.
- Drafting Settlement Agreements and ensuring that they are signed by both parties.
- Prepare and issue Notices of Non-Resolution and referral to adjudication on all disputes that are not resolved at conciliation.
- Conduct informal telephone conciliations on simple quick resolution matters.
- Dispose of disputes in an efficient and effective cost-effective manner.

- Excellent case management and closure of all matters within the prescribed time limit.
- Ensuring that all case management documents are properly filed on SharePoint and comply to the generally accepted standards (SOP).
- Preparing detailed conciliation report.
- Assessment of disputes and issuing of statutory notices.
- Complaint and Query resolution.

**Enquiries: HR Department, tel. (010) 593-0533.**

**Background checks on the preferred candidates will be conducted prior to an appointment.**

**NB: Please note that it is compulsory to use the reference number as a subject line when applying for the advertised positions.**

**Applications, including a covering letter and accompanied by a CV and copies of qualifications, must be addressed to the HR Department, and e-mailed to:**

**[recruitment4@csos.org.za](mailto:recruitment4@csos.org.za)**

**Applicants who responded to the advert published ON 06 August 2024 do not need to reapply to this advert as their applications will be taken into consideration. The changes to the advert are as follows:**

**Requirements:**

- At least 3 – 5 years of experience in the dispute resolution environment.

**Applications submitted to the wrong address will not be considered.**

**CLOSING DATE: 13 AUGUST 2024**

**Applicants who do not receive any response within 4 weeks of the closing date must regard their applications as unsuccessful.**

**People with disabilities are encouraged to apply.**



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**CSOS is an equal opportunities employer and as such appointments will be in line with the CSOS Employment Equity Plan**

**Privacy Statement:**

**We comply with the provisions of Protection of Personal Information Act; Act No. 4 of 2013. We will use your personal information provided to us for the purpose of recruitment only and more specifically for the purpose of the position/vacancy you have applied for.**

**In the event your application was unsuccessful for a specific position, the CSOS will retain your personal information for internal audit purposes as required by the CSOS policies.**

**All the information requested now or during the process is required for recruitment purposes. Failure to provide requested information may render your application null and void. The CSOS will safeguard the security and confidentiality of all information you share with us. All personal information will be treated as confidential and will not be disclosed to third parties, except in situations where:**

- (i) We are legally compelled to do so; or**
- (ii) Disclosure is necessary for recruitment purposes; or**
- (iii) You have not objected thereto.**

**By uploading any additional and supporting documentation, you consent to the CSOS using the information contained therein to fulfil the requirements of the recruitment process.**