

ADVERTISEMENT

VACANCY – CASE MANAGEMENT OFFICER X2 (1x Cape Town Office & 1x Head Office Region, Braamfontein Office)

Job Purpose: (Key Responsibilities)

To Administer, coordinate and process disputes, referred to the Regional Office, in accordance with the requirements of current labour legislation, by administering referred cases from the date of receipt to the finalisation of each case including the handling of jurisdictional and process queries, written and verbal communications, correspondence and the allocation and scheduling of the required resources through the use of the administrative and computerised Case Management System of the CCMA as updated from time to time.

Job Description/ Objectives:

- Perform a client services function, or receiving visitors referred from client services to the office to enquire about specific cases and opening cases/files for those parties lodging a dispute if required.
- Capturing of daily applications on Case management system denoting all aspects of the case to be dealt with
- Screening files/ referrals to ensure that all details are correct, that the stipulated timelines are adhered to, and that the required signatories have signed
- Scheduling of cases in terms of date, venue and time and informing both parties via fax and post of the details
- Booking of interpreters and commissioners for cases and ensuring that a venue is booked timeously.
- Once the commissioner has made an award/decision, send to senior personnel to check and then distribute outcome to all concerned parties
- Coordinate and manage the rescission and review applications and assign commissioners and interpreters to provide a ruling, and in some cases schedule all relevant parties to attend if the matter is complex
- Ensure that all recording equipment is in good working order and operational for all cases to be heard

- Ensure all settlement agreements and compensation awards are loaded to the CCMA system to record for performance stats and accreditation status
- Administer all condonation applications in terms of the rules in consultation with the Commissioner and report to Supervisor any challenges experienced.
- Assist in all section 143 matters in respect of CCMA certification and ensure that the applicants follow the right process for enforcement.
- Coordinate the Claims/Invoices Payment process by obtaining invoices from the commissioners/interpreters and ensuring that the supporting documents are attached, also includes the generation of invoices for wasted costs for parties.
- Manage correspondence for the area including writing letters to parties, distribution of correspondence and responding to emails received from panellists and parties on daily basis
- Ensure files are filed in numerical order and retrieval of labour court files which need to be submitted to the legal advisors
- Receive monthly statistics from the CCMA and create a report on the referrals received, dismissed matter, unfair Labour practice, mutual interest, and other matters e.g. unilateral changes to terms and conditions of employment, TES matters settlement rate, jurisdiction and withdrawn matters
- Assist in the review of panellists annually to ensure a competent pool of commissioners and interpreters are available for all cases

Related Skills:

- Ability to work under pressure
- Good Communicator
- Self-Motivated
- Assertiveness
- Customer Relations
- Planning and forecasting

Qualifications & Experience:

Matric qualification with a certificate in Labour Relations/Human Resources and 2+ years of administration experience, preferable in the area of Dispute Administration. Knowledge of Bargaining Council collective agreements (on how they work) and the labour relations act will be advantageous.

REMUNERATION GRADE: C2

It is the Council's intention to promote equity through the filling of all numeric targets as contained in the EE Plan, first preference will be given to African Males.

Applications: All applications accompanied by comprehensive word format CV's must be forwarded to the **NBCRFLI** Human Resources department via email address: recruitment-ms@nbcrfli.co.za before the closing date.

Closing date: 18 March 2025

Should you not hear from us 30 days after the closing date, please consider your application unsuccessful.

PROTECTION OF PERSONAL INFORMATION ACT.

Personal information collected and processed for purposes of recruitment will be protected from unauthorised access and improper use or disclosure.

DECLARATION AND INFORMED CONSENT.

By submitting your application for the advertised role, you give Council permission to process your personal information and you acknowledge that you understand the purpose for which it is required and for which it will be used. Furthermore, you declare that all personal information supplied to the Council for the purposes of recruitment is accurate, up to date, not misleading and that it is complete in all respects.