MyData (Pty) Ltd | Data Alchemy

Job Specification: Dispute Resolution Analyst

Position Overview

We are seeking a detail-oriented and motivated Dispute Resolution Analyst to join our dynamic Data Alchemy team at MyData. In this role, you will play a crucial part in our bureau dispute resolution process — ensuring that consumer data amendments are accurately processed, escalations from Dispute Agents are resolved timeously, and all activities comply with the National Credit Act (NCA) and the Protection of Personal Information Act (POPIA).

Reporting directly to the Head of Data, you will contribute to the success of our credit bureau operations through meticulous back-end monitoring, front-end application management, and professional mailbox oversight.

Key Responsibilities

KR 1: Dispute Resolution & Amendment Processing

- Monitor back-end bureau dispute resolutions to ensure that approved amendments take effect correctly and completely in source systems.
- Perform consumer data amendments via the CBA DC Amendment Portal in accordance with dispute outcomes.
- Verify that amendments are accurately reflected across all relevant data assets following processing.
- Monitor dispute processing via front-end applications, keeping in line with regulatory requirements and standards.
- Identify and flag processing failures or discrepancies for escalation or correction.

KR 2: Escalation Handling

- Receive, assess, and resolve escalations referred by Dispute Agents.
- Investigate the underlying data to determine the correct course of action.
- Coordinate with senior team members or data engineers where resolution requires system-level intervention.
- Maintain accurate records of escalations received, actions taken, and outcomes.

KR 3: Data Management & Maintenance

- Monitor data entry, validation, and load processes via front-end applications.
- Monitor data quality, identifying anomalies and inconsistencies via front-end applications.
- Ensure data accuracy, consistency, and completeness of data submissions.
- Collaborate with colleagues to resolve data discrepancies and maintain data consistency.

- Collaborate with colleagues to maintain Metadata & Artefacts (Asset Catalog, Data Dictionaries, ETL Documents, etc.).
- Generate regular and ad-hoc reports for industry associations and regulatory bodies.
- Assist in data audits and compliance checks.

KR 4: Regulatory Compliance & Data Governance

- Ensure all dispute resolution and amendment activities comply with the National Credit Act (NCA) and its regulations, including prescribed timelines.
- Ensure all data handling activities comply with POPIA and MyData's internal data protection policies.
- Adhere to data governance policies, procedures, and controls at all times.
- Maintain confidentiality of sensitive consumer information.
- Collaborate with legal and compliance teams to support our data governance and compliance framework.

KR 5: Mailbox Management

- Monitor designated operational mailboxes to ensure queries are acknowledged and resolved timeously.
- Triage incoming queries, routing to the appropriate team member or resolving directly where within scope.
- Ensure response and resolution timelines meet regulatory requirements and internal SLAs.
- Maintain a professional standard of written communication with consumers, credit providers, and colleagues.

Soft Skills

- Communicate effectively with technical and non-technical stakeholders.
- Contribute to cross-functional projects as needed.
- Foster a collaborative environment that encourages knowledge sharing.
- Work independently and collaboratively, demonstrating initiative and sound judgement under pressure.
- Demonstrate meticulous attention to detail — accuracy in consumer data amendments is critical.
- Manage competing priorities and deadlines without compromising accuracy or compliance.

Qualifications & Experience

- Matric certificate (Grade 12) required; a relevant tertiary qualification or diploma is advantageous.
- Prior experience in a data administration, bureau operations, or dispute resolution role is advantageous.

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- Familiarity with credit bureau operations and NCA regulatory requirements in South Africa is strongly advantageous.
- Understanding of POPIA and data protection obligations in a South African context.
- Proficiency with Microsoft Office (Outlook, Excel, Word); experience with data portals or case management systems is a plus.
- Excellent communication skills in South African English (both written and verbal).

Work Environment

At MyData, we embrace a hybrid work model. While our team members primarily work from home, employees are required to attend in-person meetings or collaborate in the office a few times per week (this can fluctuate depending on projects and requirements). This ensures strong team collaboration, effective communication, and alignment with business goals.

What We Offer

- A competitive compensation package.
- Opportunities for professional advancement in a cutting-edge technology environment.
- A dynamic team culture that values innovation and collaboration.

Company Culture at MyData

At MyData, our culture is anchored in innovation, integrity, and a commitment to excellence. We're dedicated to creating an environment where creativity flourishes, and every team member is empowered to contribute to our mission of revolutionising the credit reporting industry. We value continuous learning, encouraging our employees to grow their skills and careers within our supportive ecosystem. Our role in the tech ecosystem is to be pioneers, driving change and embracing the future with open arms. Join us, and be part of a team that values progress, collaboration, and making a difference.

How to Apply

If you feel your skills fit this job description, send a copy of your CV to careers@mydata.co.za.

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