



### **Job advert notice**

The Consumer Protection Commission (CPC), a statutory body established through an Act of Parliament, the Consumer Protection Act (Chapter 14:44) is inviting suitably qualified and experienced individuals to apply for the below mentioned positions that have arisen in the Commission, an equal opportunity employer.

### **Regional Manager- x 1 (Northern Region)**

#### **Duties and Responsibilities**

- Supervise a team of Investigators and Inspectors to carry out investigations and inspection as required by law and report findings to the Supervisor;
- Oversee the day-to-day operations and activities of Inspectors and Investigators;
- To develop and implement inspection and investigation processes and procedures;
- Direct and supervise the operations of Inspectors and Investigators to ensure timely and high-quality resolution of cases and assessing their suitability for court purposes where necessary;
- Maintain an excellent level of customer service by addressing clients courteously and politely;
- Proffer recommendations to management on best ways to generally enhance investigations and inspections services and processes;
- Oversee the escalating of consumer issues to more experienced personnel to ensure proper resolution of cases;
- Promote the image and public perception of the Commission by adhering to set Consumer service procedures when carrying out duties;
- Utilize IT systems/tools in managing and coordinating investigations;
- Motivate, train and counsel inspectors and investigators to enhance their skill and improve the personal and overall performance;
- Ensure Compliance, with the Consumer Protection Act and other supporting statutes;
- Supervise deployments on compliance inspections on suppliers of goods and services;
- Preparation and presentation of Investigations and Compliance reports; and
- Identifying and detecting emerging risks, mitigating factors and opportunities.

## **Qualifications and experience**

- Bachelor's Degree in Economics, Law, Police and Security Studies, Business Management, Leadership, or related field or equivalent from a recognized institution;
- An MBA or MBL or a Post Graduate Diploma in Customer Relationship Management or Consumer Protection will be an added advantage; and
- At least three years post-qualification experience at senior level in investigations and compliance field.

## **Competencies**

- Self-starter with the ability to work under pressure and beyond stipulated hours;
- Unquestionable integrity and commitment to duty;
- Good analytical skills;
- Good communication and interpersonal skills; and
- Results oriented.

## **IT Officer (x1)**

### **Duties and Responsibilities**

- Communicate with vendors, including procurement, maintenance and payment of products and services;
- Daily maintenance of PCs and laptops, including operating system installation and software configuration;
- Daily inspection and maintenance of server room;
- System configuration, user authority management, and corresponding review work;
- Assist to revise IT SOPs, IT Guide and IT Policy;
- Monitoring and tracking of incidents;
- Log, track and escalate related IT issues to the correct entity;
- Responsible and take ownership till closure;
- Server administration;
- Knowledge of Cyber Security Guidelines; and
- Any work assigned from time to time by supervisor.

## **Qualifications and experience**

- Degree in Information Technology or Computer Science; and
- At least 2 years working experience in technology related field.

## **Competencies**

- Able to work independently;
- Team player, quick learner;
- Good interpersonal relationship skills;
- Familiar with commonly used operating software such as Microsoft;
- Proficiency in training non-IT staff; and
- Ability to maintain the Commission's website.

## **Senior Investigations Officer X 1 (Northern Region)**

### **Duties and Responsibilities**

- Supervising of a team of Investigation Officers;
- Conducting investigations into consumer complaints through evidence collection, interviewing of interested parties and preparation of reports;
- Preparing investigation files suitable for use in courts of law where necessary;
- Assisting in carrying out mystery shopping onto possible consumer infringements in Zimbabwe;
- Assist in profiling and preparing databases for the Consumer Protection Commission;
- Assist in developing, reviewing and implementing guidelines, policies and procedures to enable the Department to function effectively;
- Assist in the development, documentation and implementation of procedures and processes in compliance with information security;
- Participating in hearing conferences and settlement agreements and assisting in drafting investigation and settlements reports;
- Assisting in the development, review and implementation of policies and procedures to enable the Commission to function effectively;
- Participating in the Commission's committees to enable the commission to comply with relevant legislation;
- Participation in the implementation of cooperation frameworks; and
- Identifying and detecting emergent risks, mitigating factors and opportunities.

### **Qualifications and experience**

- Bachelor's Degree or Higher National Diploma in Economics, Law, Police and Security Studies or Business-related field or equivalent from a recognized institution; and
- At least 2 years' experience involving investigation of economic crimes or consumer infringements.

## **Competencies**

- Self-starter with ability to work under pressure and beyond stipulated hours;
- Unquestionable integrity and commitment to duty;
- Good analytical skills;
- Good communication and interpersonal skills; and
- Results oriented.

## **Analyst X 1**

### **Duties and Responsibilities**

- Collect data on a weekly basis on price movements, goods availability, and consumer market trends;
- Analyze data from various sources, including consumer complaints, market surveys, and economic indicators;
- Identify emerging consumer protection threats and opportunities;
- Conduct qualitative and quantitative research on consumer issues and trends;
- Analyze data to identify patterns, risks, and opportunities for consumer protection;
- Prepare detailed reports and presentations summarizing research findings;
- Collaborate with other departments to develop and implement consumer protection initiatives;
- Develop and maintain databases of consumer protection information;
- Monitor and evaluate the effectiveness of existing consumer protection policies;
- Stay informed about emerging consumer protection issues and legislative changes; and
- Engage with stakeholders, including consumers, businesses, and advocacy groups, to gather insights and feedback.

### **Qualifications and experience**

- Bachelor's degree in a relevant field (e.g., Social Sciences, Economics, Public Policy or equivalent);
- Proven experience in research and data analysis, preferably in a regulatory or consumer protection environment:

### **Competencies**

- Strong analytical skills and proficiency in statistical software (e.g., SPSS, R, Excel);
- Excellent written and verbal communication skills;
- Ability to work independently and collaboratively in a team environment; and

- Knowledge of consumer protection laws and regulations is a plus.

## **TO APPLY**

Please follow the link for application [CPC March 2026 Vacancies](#)

All applications will be treated in strict confidence.

Interested candidates should submit applications, detailed curriculum vitae, copy of national identification card, certified copies of academic and professional certificates, and names and contacts (telephone and email) of three (3) referees by 29 March 2026. The above documents should be on single PDF file.

**NB: Only shortlisted candidates will be contacted (The Commission encourages applications from candidates that are multilingual and qualified and experienced female applicants).**