

GOVERNMENT PENSIONS ADMINISTRATION AGENCY (GPAA)

- APPLICATIONS** : Please forward your application, quoting the relevant reference number, Government Pensions Administration Agency, 34 Hamilton Street, or Private Bag x63, Arcadia, Pretoria, 0001
- FOR ATTENTION** : Ms Felicia Mahlaba – Recruitment
- CLOSING DATE** : 15 June 2018, 12H00 No late applications will be considered.
- NOTE** : Requirement of applications: Applications must be submitted on form Z83, obtainable on the internet at <http://www.gpaa.gov.za> (Originally signed). The relevant reference number must be quoted on all applications. Application should consist of a comprehensive CV (specifying all experience and duties, indicating the respective dates MM/YY as well as indicating references with full contact detail; original certified copies of all qualifications (including matriculation), Identity document, valid driver's license (where driving/travelling is an inherent requirement of the job) and proof of citizenship if not RSA Citizen. Copies of certified documents will not be accepted – all copies must be originally certified in the past 3 months. Failure to submit the above information will result in the application not considered and deemed a regret. The candidate must agree to the following: Shortlisted candidates must be available for interviews at a date and time determined by GPAA. Applicants must note that pre-employments checks and references will be conducted once they are short-listed and the appointment is also subject to positive outcomes on these checks, which include but not limited to: security clearance, security vetting, qualification/study verification, citizenship verification, financial/asset record check, previous employment verification and criminal record. Applicants will be required to meet vetting requirements as prescribed by Minimum Information Security Standards. It is the applicant's responsibility to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA). Correspondence will only be conducted with the short-listed candidates. If you have not been contacted within three (3) months after the closing date of this advertisement, please accept that your application was unsuccessful. The candidate must take note of: It is intended to promote representativeness through the filling of these posts and the candidature of persons whose promotion/ appointment will promote representativeness, will receive preference. Disabled persons are encouraged to apply. For salary levels 11 – 15, the inclusive remuneration package consists of a basic salary, the state's contribution to the Government Employees Pension Fund and a flexible portion in terms of applicable rules. SMS will be required to undergo a Competency Assessment as prescribed by DPSA. All candidates shortlisted for SMS positions will be required to undergo a technical exercise that intends to test the relevant technical elements of the job. The GPAA reserves the right to utilize practical exercises/tests/competency assessments for non-SMS positions during the recruitment process (candidates who are shortlisted will be informed accordingly) to determine the suitability of candidates for the post(s). The GPAA reserves the right to cancel the filling/not to fill a vacancy that was advertised during any stage of the recruitment process. The successful candidate will have to sign an annual performance agreement and will be required to undergo a security clearance.

OTHER POST

- POST 22/14** : **MANAGER CONTACT CENTRE REF NO: (MNG/CC-CRM/2018/06-1P)**
- SALARY** : R657 558 per annum (All-Inclusive package) Permanent
- CENTRE** : Pretoria Office
- REQUIREMENTS** : A Recognized three-year National Diploma/Bachelor's Degree or equivalent three year qualification (360 credits/NQF 6). Six (6) years appropriate proven experience in a Contact Centre environment of which three (3) years should be in a managerial role. Computer literacy that includes a good working knowledge of Microsoft Office products. Knowledge of Call Centre performance management. Knowledge of Managing business processes. Knowledge service centred service. Knowledge of GEPF services and products. Knowledge of client relationship management.

Knowledge of operational excellence. Change management. Interpersonal skills. Business analysis. Communication skills. Organisational skills. Decision making and judgement. Planning and managing resources. Problem analysis and solving skills. Business leadership skills. Call Centre operations management. Customer oriented. People management. Work independently. Ability to work under pressure. Ability to delegate. Integrity, reliability and honesty.

DUTIES

: The key outputs for this position include, but are not limited to: Manage the handling of incoming and outgoing calls and emails: Monitor the application of appropriate actions to effectively control incoming and outgoing calls. Monitor the log-on time and agent's availability. Manage call queuing time and allocate call to available agent. Oversee and manage the performance report of the call system and advise the supervisors and agents on areas that still needs improvement. Manage random calls to improve quality, minimize errors and track operative performance. Manage proper opening and closing of calls according to call center process documents. Oversee and manage all complicated queries referred by supervisors. Monitor and manage resource for supervisors and agents to effectively provide solutions to clients. Manage the effective utilization of resources to achieve the operational strategic goals. Ensure that all email queries received from the Presidential Hotline, Media and the Fund are responded to within agreed service levels. Provide management with productivity reports as required and on an ad-hoc basis. Develop and implement contact center strategy: In conjunction with the senior manager, develop and implement GPAA contact center strategy that meets organisational objectives and aligns with GPAA's overall strategy. Measure the effectiveness of call center on an ongoing basis and make recommendations to review and amend the strategy appropriately. Report back to the senior manager and other key internal stakeholders at regular intervals to ensure that strategy is fit for purpose. Attend pension fund related functions and call centre industry related functions to share information with the staff and for benchmarking purpose. Manage the implementation of the Contact Centre policies and procedures: Monitor guidance to Inbound and/or outbound calls to supervisors and agents with appropriate procedures aligned to the Fund policies and procedures. Monitor policies and procedures for areas of improvement and enhanced Customer Centre. Oversee and communicate changes in policies and procedures to the supervisors and staff. Ensure consistent compliance to GPAA policies and procedures, corporate governance and relevant legislation. Build, maintain and manage relationships and Operational Level Agreements with other business units and ensure timeous response to queries forwarded to them. Effective management of Contact Centre unit: Manage and develop staff continually by striving to up skill and motivate staff through effective leadership, mentoring, coaching, performance improvement in line with individual developmental plans. Identify development and succession planning requirements. Ensure appointment is in line with employment equity targets/strategy. Monitor that outputs achieve business requirements. Facilitate staff productivity and efficiency, minimizing absenteeism and turnover figures. Motivate staff through the implementation of various reward mechanisms. Facilitate departmental communication through appropriate structures and systems. Manage the budget of the unit and monitor expenditure patterns as per the prescripts.

ENQUIRIES
NOTE

: Ms Felicia Mahlaba Tel No: 012 319 1455
: One Manager Contact Centre position is currently available at GPAA. The successful incumbent will manage inbound and outbound call centre functions to deliver service propositions which align with business and channel strategies. The post will be filled permanently. Employment Equity targets for the post is African, Coloured or Indian female and people with disability. Candidates of the specified groups are encouraged to apply.