ANNEXURE F

GOVERNMENT PENSIONS ADMINISTRATION AGENCY (GPAA)

CLOSING DATE : 21 June 2019 12h00 noon.

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 details), 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. Note: 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 and annual performance agreement and will be required to undergo a security clearance. No late applications will be considered. No faxed / e-mailed / late applications will be considered.

OTHER POSTS

POST 20/18 : CUSTOMER SERVICE AGENT: WESTERN CAPE REGIONAL OFFICE REF NO: CSA/WC/06-1PRA
Permanen

SALARY : R208 584 per annum (basic) (Level 06)

CENTRE : Western Cape - Cape Town

REQUIREMENTS : An appropriate three year tertiary qualification (at least 360 credits) with 18 months proven experience in processing life insurance/employee benefits or client relationship management/client care Or a Grade 12 Certificate/Senior Certificate (Matric) with three years proven experience in processing life insurance/employee benefits or client relationship management/client care. Knowledge of GEPF products and services will be an advantage. Computer literacy that would include a good working knowledge of Microsoft Office products. Proficiency in English is a requirement and the ability to speak any of the other official languages in the province applying for, would be an added advantage. The applications of individuals currently residing in Western Cape Province may receive preference. Excellent problem solving skills. Excellent
presentation skills. Excellent communications skills, both verbal and written. Ability to communicate with clients. Time management skills. Self-management – being able to work independently. Knowledge of Employee Benefits. Knowledge of client relations management. Geographical knowledge of the Province applying for.

**DUTIES**

The purpose of the role is: To provide administrative functions and to resolve queries and complaints on first contact within the Clients Relationship Management environment. The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: Provide quality customer service within CRM Handle all face to face enquiries received effectively. Follow up and finalize enquiries referred to other business units, within the agreed time frames. Respond to emails, web queries, posted queries/courier services, faxes within allocated time frame. Update on all the relevant GPAA systems. Provide Client liaison services within the office. Respond to escalated queries within allocated time frame. Interact with the departments and members regarding outstanding queries. Relationship management on any changes happening in the various sections. Provide/ request feedback to various clients and stakeholders. Follow-up with business units and provide feedback to clients until cases are finalized. Effective and efficient administration of documents received. Provide administrative support at outreach initiatives. Provide data inputs in the compilation of the reports. Report any issues/make recommendations with regards to ongoing service improvements and maintain a high level of client care. Compile and submit daily, weekly and monthly production statistics to the supervisor. Check and update consolidated/escalation lists to the supervisor.

**ENQUIRIES**

Ms Alletah Mashiane or Ms Ntsibakazi Mtshabe on 012 319 1218

**APPLICATIONS**

Please forward your application, quoting the relevant reference number, Government Pensions Administration Agency, 34 Hamilton Street, or Private Bag x63, Arcadia, Pretoria, 0001 or hand deliver to: 21st Floor, No.1 Thibault Square, LG Building, Cape Town and please ensure to complete a register.

**NOTES**

Mr Alletah Mashiane or Ms Ntsibakazi Mtshabe – Recruitment

One Customer Service Agent position is currently available at Western Cape Regional office of the GPAA. The position will be filled as a permanent position. Employment Equity target for the post is Indian/White male/females or people with disability. Candidates of the specified groups are encouraged to apply.

**POST 20/19**

**ADMINISTRATOR: FRAUD PREVENTION HELPLINE REF NO: ADM: FPH/06-4C**

12 months contract)

Fraud Prevention and Case Management

**SALARY**

R208 584 per annum (basic salary) plus 37% in lieu of benefits (Level 06)

**CENTRE**

Pretoria Office

**REQUIREMENTS**

An appropriate three year tertiary qualification (B Degree/National Diploma or equivalent three year qualification at least 360 credits) in Forensic Investigation/Audit with 18 months proven experience within a fraud related environment OR Grade 12 with three years proven experience within a fraud related environment. Computer literacy that would include a good working knowledge of Microsoft Office products (Word, Excel) and Barn Owl system. Knowledge of SA Criminal Law Act. Knowledge of Forensic Audit/investigation methodologies. Investigation techniques. Interview & recording. Building collaborative relationships. Problem solving skills. Analytical skills. Good communication skills both written and verbal. Ability to work in multidisciplinary teams. Attention to detail. Professionalism. Honesty & integrity. Proactive and resourceful. Decisiveness. Team player.

The purpose of the post is to administer the Fraud Hotline. The successful candidate will be responsible for the following functions and include, but not limited to: Undertake registration of fraud cases as received: Open fraud cases as received; Register the information in the case register; Capture statistics of incoming and outgoing calls. Undertake Hotline Database update: Update the fraud hotline case register; Update investigation diary; Update status of cases on Barn Owl; Analyse and evaluate trends of calls and categorise them; Print reports from the system. Undertake Case Maintenance: Evaluate and analyse data from inbound calls; Verify accuracy of information received; Forward relevant cases to relevant
stakeholders; Draft the enquiry report on Barn Owl Management; Follow up and finalise enquiries; Assist with any administrative duties. Various positions for Administrator: Fraud Prevention Helpline are currently available at Fraud Prevention and Case Management Section at the GPAA. The positions will be filled as 12 months contract positions

ENQUIRIES
Ismael Radebe Tel No: 012 319 2299

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
Mr Ismael Radebe—Recruitment

NOTE
Employment Equity target for the post is Coloured/Indian/White male/females or people with disability. Candidates of the specified groups are encouraged to apply.

POST 20/20
HR ADMINISTRATOR: BASIC CONDITIONS OF SERVICE REF NO: HR-A/BCS/06-1C
12 Months Contract
Human Resources

SALARY
R208 584 per annum plus 37% in lieu of Benefits

CENTRE
Pretoria Head Office

REQUIREMENTS
An appropriate and recognized three year qualification (Degree/National diploma/equivalent three year qualification with at least 360 credits) in Human Resources with 18 months experience in human resources administration which should include experience in the basic conditions of service field in the Public Service or A Grade 12 certificate with at least 3 years’ experience in human resources administration of which should include experience in the basic conditions of service field within the Public Service. Experience in the Administration of Leave, PILIR and Housing Allowance will be a requirement. Experience in other basic conditions of service, such as Injury on duty, Long Service awards, Probation, Senior and Middle management services, Financial Disclosures, and overtime etc. will be an advantage. Computer literacy that would include a good working knowledge of Microsoft Office products and PERSAL. Working knowledge of Basic Conditions (Leave, PILIR, Housing, etc). Working knowledge of Persal system. Knowledge of Public Service Prescripts and Legislation. Knowledge of Office administration. Knowledge of Employee Benefits. Good administration skills. Good communications skills both verbal and written. Ability to prioritize and meet deadlines. Team player. Good customer relations. Good organizing and coordination skills. Good problem solving skills. Good interpersonal relations skills. Adhering to business ethics. Accuracy.

DUTIES
The purpose of the role is: to support implementation of Human Resources Practices and Administration, specifically HR Service Benefits within the GPAA. The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: Provide administration support of Service Benefits. Implement and maintain state guarantees. Implement status and confirmation of probation. Processing of housing allowance, stop-orders. Processing of injury on duty. Administer garnishee and maintenance orders. Processing of long service awards. Capture PERSAL transactions. Administer confirmation of employment and sympathy letters. Administer overtime requests. Administer the coordination of disclosures for levels 1-10 that is not required to disclose electronically. Capture and update records on Persal. Provide administration of leave and PILIR processing. Administer daily recording and processing of leave. Administer reconciliation of leave. Assist in the auditing of leave on a quarterly basis and provision of reports to management. Administer incapacity leave, medical referrals and ill health (PILIR). Administer the leave gratuity process. Administration of MMS and SMS services. Administer the implementation of SMS and MMS promotions, pay progressions and notches. Administer the implementation of motor finance for SMS. Capture the MMS/SMS salary structures- new, maintenance. Provide administrative support to the unit. Perform office administrative activities. Organize office logistical matters. File office correspondence, documents and reports. Draft and type standard correspondence and documents. Completion of forms and documents relevant to the office. Order stationery and equipment for the section. Note: One position of HR Administrator: Basic Conditions of Service is currently available at Human Resources Administration Section in GPAA. The position will be filled as a 12 months contract position.
ENQUIRIES: Mapule Mahlangu Tel No: 012 399 2639
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 Mapule Mahlangu– Recruitment
NOTE: Employment Equity target for the post is males from all categories and Indian females or people with disability. Candidates of the specified groups are encouraged to apply.