ANNEXURE D

GOVERNMENT PENSIONS ADMINISTRATION AGENCY (GPAA)

CLOSING DATE : 30 August 2019 at 12h00 noon. No email or faxed applications/ No late applications, 12H00 No late applications will be considered. No faxed / e-mailed / 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 (1) a comprehensive CV (specifying all experience and duties, indicating the respective dates MM/YY as well as including references with full contact details) (2) 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.

OTHER POSTS

POST 29/37 : SAO: SYSTEM ADMINISTRATION AND SUPPORT REF NO: SAO/SAS/2019/08-1P
ICT Business Support Services
(Permanent)
The purpose of the post is to supervise System Administration and Support processes and activities for the GPAA.

SALARY : R316 791 per annum (Level 08)
CENTRE : Pretoria Head Office
REQUIREMENTS : A three year National Diploma/B Degree or equivalent three year qualification (at least 360 credits) coupled with 3 years working experience in the System Administration and Support field of which one year was in a supervisory/managerial role. The supervisor will be required to work outside
normal working hours to attend to GPAA Calendar items to attend to pensioner increases, annual actuarial activities and migration events. The employee will be required to work outside normal working hours to support employees working overtime and attending to GPAA client relationship management activities. Knowledge of: Employee benefits schemes and funds. Applicable legislation. Working knowledge of IT environment. GEPF services and products. Applicable Testing Methodology and/or related testing courses. Competencies: Business analytical skills. Attention to detail. Advanced knowledge of Excel spreadsheets. Emotional intelligence. Integrity. Leadership skills. Organising and problem solving skills. Communication skills (written and verbal). Customer orientated. Ability to communicate at all levels. Ability to take responsibility. Ability to work under pressure. Ability to adapt easily to change.

DUTIES

The successful candidate will be responsible for the following functions and include, but not limited to: Supervision of System Administration and Support processes: Provide System Access (Allocate new user, updating of existing users, resetting of passwords and archiving users); Create and maintenance of profiles; Release programs between Pre-production and the Production Environments and updating of code files; Liaise with external parties such as Home Affairs (DoHA), Actuaries and External Auditors; Control and in some cases execute the complete System Development Life Cycle (SLDC) for new business system solutions, system errors and system corrections, enhancements and new system releases. Ensure and maintain application forms; Co-ordinate the generation of exception reports and correct data errors revealed from the extract of Actuarial data. Assist with the implementation of Annual pension increases. Supervision of staff: Supervision of staff. Allocate work according to skills and competencies. Manage staff performance. Develop, train and coach staff. Maintain discipline. Provide monthly statistics. Ensure that subordinates are informed about changes in work environment or management decisions.

ENQUIRIES

MR Lesiba Sehlapelo Tel No: (012) 399 2710

APPLICATIONS

Please forward your application, quoting the relevant reference number, Government Pensions Administration Agency, 34 Hamilton Street, Pretoria or Private Bag x63, Arcadia, Pretoria, 0001

FOR ATTENTION

MR Lesiba Sehlapelo on Tel No: (012) 399 2710 at Recruitment

NOTE

One SAO: System Administration and Support in Business Support Division is currently available. The position will be filled as a permanent position. Employment Equity target for the post is African, Indian or Coloured males/females or people living with disabilities. Candidates of the specified groups are encouraged to apply.

POST 29/38

CUSTOMER SERVICE AGENT: FREE STATE (BLOEMFONTEIN) REGIONAL OFFICE REF NO: CSA/FS - BFN/2019/08-1C/RA

(12 months contract)

Client Relationship Management

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.

SALARY

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

CENTRE

Bloemfontein Regional Office

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. 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 incumbent will be responsible for a wide variety of tasks which include 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 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 Ntsibakazi Mtshabe Tel No: (012) 399 2758

**APPLICATIONS**: Please forward your application, quoting the relevant reference number, Government Pensions Administration Agency, 34 Hamilton Street, Pretoria or Private Bag X63, Arcadia, Pretoria, 0001 or hand delivered to our Regional Offices in the Free State: Shop no: 0016, Brandwag Shopping Centre, 20 Stapelberg Street, Brandwag, Bloemfontein or 712 Public Road, Mandela Park Shopping Centre, Phuthaditjhaba.

**FOR ATTENTION**: Ms Ntsibakazi Mtshabe – Recruitment

**NOTE**: One Customer Service Agent: Free State (Bloemfontein) Regional Office position is currently available at GPAA. The position will be filled as a 12 month contract position. Employment Equity target for the post is Coloured/Indian/White Male and White/Indian Female or people living with disabilities. Candidates of the specified groups are encouraged to apply.

**POST 29/39**: CUSTOMER SERVICE AGENT: FREE STATE (PHUTHADITJHABA) SATELLITE OFFICE REF NO: CSA/FS - PHUT/08-1C/RA

**CENTRE**: Phuthaditjhaba Satellite Office

**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. 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 incumbent will be responsible for a wide variety of tasks which include 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 Ntsibakazi Mtshabe
Tel No: (012) 399 2758

**APPLICATIONS**

Please forward your application, quoting the relevant reference number, Government Pensions Administration Agency, 34 Hamilton Street, Pretoria or Private Bag x63, Arcadia, Pretoria, 0001 or hand delivered to our Regional Offices in the Free State: Shop no: 0016, Brandwag Shopping Centre, 20 Stapelberg Street, Brandwag, Bloemfontein or 712 Public Road, Mandela Park Shopping Centre, Phuthaditjhaba.

**FOR ATTENTION**

Ms Ntsibakazi Mtshabe– Recruitment

**NOTE**

One Customer Service Agent: Free State (Phuthaditjhaba) Satellite Office position is currently available at GPAA. The position will be filled as 12 month contract position. Employment Equity target for the post is Coloured/Indian/White Male and White/Indian Female or people living with disabilities. Candidates of the specified groups are encouraged to apply.