GOVERNMENT PENSIONS ADMINISTRATION AGENCY (GPAA)

CLOSING DATE:
20 September 2019 at 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 (1) a comprehensive CV (specifying all experience and duties, indicating the respective dates MM/YY as well as indicating 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. No email or faxed applications/No late applications, 12H00 No late applications will be considered. No faxed / e-mailed / late applications will be considered.

OTHER POSTS

POST 32/12: PROVINCIAL MANAGER (BRANCH MANAGER) REF NO: OM/ NW/2019/09-1P

SALARY: R733 257 per annum (Level 11) (all-inclusive package)

CENTRE: North West Region CRM: Mafikeng

REQUIREMENTS: A Recognized three-year Bachelor’s Degree or equivalent three year qualification (at least 360 credits) with six (6) years appropriate proven experience in the field of Customer Service management of which three (3) years’ experience in a managerial role. A valid driver’s license is mandatory, at least two years old (a certified copy must be attached to the application); Proficiency in English is a requirement and the ability to speak any of the other official languages in the
province would be an added advantage; Geographical knowledge of the province for which application is made will be an advantage; Excellent customer relations experience; The applications of individuals currently residing in North West may receive preference. Knowledge of GEPF Services and Products. Knowledge of Employee Benefits. Knowledge of Client Relation Management. Knowledge of relevant legislation. Geographical knowledge of the Province (Region). Knowledge of two indigenous languages spoken in Region. Good problem solving skills. Good communication skills both written and verbal. Good organizational skills. Supervisory/management skills. Customer orientated. Ability to communicate at all levels. Ability to build strong network relationships. Ability to work in a team. Outgoing personality. Driving ability. Presentation skills. Analytical skills. The successful candidate will be responsible for the management of customer relationship in the Region, which inter alia include but is not limited to: Manage effective operations within the provincial office: Develop and maintain an annual performance plan complemented by action plans for service delivery in the offices; Provide inputs and advice on policy development and ensure the effective implementation thereof; Review and ensure effective workflow and capacity planning; Revisit, review and streamline all processes to ensure accuracy and efficiency in operations execution; Ensure the implementation of the Batho Pele Principles within the Provincial Office in all interactions with internal and external customers; Provide guidance and leadership to the Office in the achievement of GPAA strategic objectives; Develop, interpret and manage statistical information on service standards, throughout times, bottlenecks, volumes and error rates; Develop and implement quality assurance and data quality strategies and actions; Ensure the effective and uniform implementation of Standard Operating Procedures; Submit all statistics, reports and replies timely and accurately; Inform the Senior Manager about work progress, problems and corrective measures applied; Manage the delays on the payment process; Manage provincial service channels (mobile, Walk-in Centre, provincial email enquiries and client liaison services). Ensure effective risk and compliance management within the Provincial office: Manage the Coaching and guidance of staff on compliance to all relevant regulatory, internal and external compliance requirements; Proactively develop and implement a risk management plan and report on all risk according to required format; Analyse, interpret and implement departmental policies, organisational circulars and other communications that impact on the operation of the provincial office; Promote a corruption free environment and report any breaches; Ensure office based auditing of procedures and proper controls; Monitor and control compliance to audit findings; Keep the risk register at the CRMMMF (CRM middle management forum) updated; Monitor compliance to SHERQ (Safety, Health environment, Risk and Quality) regulations. Establish and manage relationships with all relevant stakeholders/clients in order to enhance service delivery in the Province: Create, build and maintain partnerships with various internal and external stakeholders/clients in order to enhance service delivery in line with GPAA strategic objectives; Ensure that there is effective communication and engagement between the Provincial office and all relevant stakeholders/clients to enhance the GPAA strategic objectives; Ensure that various stakeholders’ enquiries or complaints are directed to relevant officials for resolution; Ensure, coordinate, support and track the resolution of various stakeholder/clients enquiries or complaints; Increase GPAA provincial footprint through the rollout of various service channels. Ensure successful business transformation within provincial office: Act as a change champion for transformation and communicate, motivate and drive change initiatives within the office; Recommend and implement performance improvement initiatives; Manage successful implementation of system and process enhancements, updates and amendments within the office; Provide administrative support at outreach initiatives; Plan and monitor administration for outreach initiatives. Provide input to the strategic management of the section: Compile comprehensive operational plans, quarterly and annual reports; Keep abreast with changes in relevant guidelines and other legislation to make recommendations where policies and procedures need to be amended; Develop, enhance and implement policies, processes and procedures that are relevant to the section and enhance service delivery; Collaborate with internal and external stakeholders to implement new systems and processes, enabling integration to other areas.
Section Management: Manage the performance of direct and indirect reports in accordance with the GPAA Performance management policy and procedure; Identify training and development needs, implementing plans to address requirements as appropriate; Manage discipline and absenteeism in accordance with organizational codes and procedures; Facilitate communication through appropriate structures and systems; Manage compliance with agreed budgets in consultation with the Senior Manager, ensuring that costs are contained; Participate in management forums within GPAA, contributing expertise to enable sound decision making; Provide detailed, accurate information for internal and external audit purposes and action audit issues identified; Implement controls within the section which minimize potential risk to stakeholders; Ensure the effective utilization of all other resources (including IS, Assets, Infrastructure, etc.) within the provincial office.

ENQUIRIES: Mr Lesiba Sehlapelo on 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 or hand delivered to our Mafikeng Regional Office at Office No 4/17, Mega City, Mmabatho or Rustenburg Satellite Office, 149 Leyds Street (Cnr Leyds & Heystek), Rustenburg
FOR ATTENTION: Mr Lesiba Sehlapelo – Recruitment
NOTE: One position of Manager: Provincial Office (Branch Manager) is currently available at the Government Pensions Administration Agency: North West Region based in Mafikeng. The main purpose of this position is to ensure effective and efficient pension service delivery in line with GPAA strategy in the province. Employment Equity target for the post is Coloured/Indian/White males or Coloured/Indian/White female candidates or people with disability. Candidates of the specified groups are encouraged to apply.

POST 32/13: PROVINCIAL MANAGER (BRANCH MANAGER) REF NO: MNG-PROV/EASTERN CAPE/2019/09-1P
SALARY: R733 257 per annum (Level 11) (all-inclusive package)
CENTRE: Eastern Cape Region CRM Bisho
REQUIREMENTS: A Recognized three-year Bachelor’s Degree or equivalent three year qualification (at least 360 credits) with six (6) years appropriate proven experience in the field of Customer Service management of which three (3) years’ experience in a managerial role. A valid driver’s license is mandatory, at least two years old (a certified copy must be attached to the application); Proficiency in English is a requirement and the ability to speak any of the other official languages in the province would be an added advantage; Geographical knowledge of the province for which application is made will be an advantage; Excellent customer relations experience; The applications of individuals currently residing in Eastern Cape may receive preference. Knowledge of GEPF Services and Products. Knowledge of Employee Benefits. Knowledge of Client Relation Management. Knowledge of relevant legislation. Geographical knowledge of the Province (Region). Knowledge of two indigenous languages spoken in Region. Good problem solving skills. Good communication skills both written and verbal. Good organizational skills. Supervisory/management skills. Customer orientated. Ability to communicate at all levels. Ability to build strong network relationships. Ability to work in a team. Outgoing personality. Driving ability. Presentation skills. Analytical skills.
DUTIES: The successful candidate will be responsible for the management of customer relationship in the Region, which inter alia include but is not limited to: Manage effective operations within the provincial office: Develop and maintain an annual performance plan complemented by action plans for service delivery in the offices; Provide inputs and advice on policy development and ensure the effective implementation thereof; Review and ensure effective workflow and capacity planning; Revisit, review and streamline all processes to ensure accuracy and efficiency in operations execution; Ensure the implementation of the Batho Pele Principles within the Provincial Office in all interactions with internal and external customers; Provide guidance and leadership to the Office in the achievement of GPAA strategic objectives; Develop, interpret and manage statistical information on service standards, throughout times, bottlenecks, volumes and error rates;
Develop and implement quality assurance and data quality strategies and actions; Ensure the effective and uniform implementation of Standard Operating Procedures; Submit all statistics, reports and replies timely and accurately; Inform the Senior Manager about work progress, problems and corrective measures applied; Manage the delays on the payment process; Manage provincial service channels (mobile, Walk-in Centre, provincial email enquiries and client liaison services). Ensure effective risk and compliance management within the Provincial office: Manage the Coaching and guidance of staff on compliance to all relevant regulatory, internal and external compliance requirements; Proactively develop and implement a risk management plan and report on all risk according to required format; Analyse, interpret and implement departmental policies, organisational circulars and other communications that impact on the operation of the provincial office; Promote a corruption free environment and report any breaches; Ensure office based auditing of procedures and proper controls; Monitor and control compliance to audit findings; Keep the risk register at the CRMMMF (CRM middle management forum) updated; Monitor compliance to SHERQ (Safety, Health environment, Risk and Quality) regulations. Establish and manage relationships with all relevant stakeholders/clients to support service delivery in the Province; Create, build and maintain partnerships with various internal and external stakeholders/clients in order to enhance service delivery in line with GPAA strategic objectives; Ensure that there is effective communication and engagement between the Provincial office and all relevant stakeholders/clients to enhance the GPAA strategic objectives; Ensure that various stakeholders’ enquiries or complaints are directed to relevant officials for resolution; Ensure, coordinate, support and track the resolution of various stakeholder/clients enquiries or complaints; Increase GPAA provincial footprint through the rollout of various service channels Ensure successful business transformation within provincial office: Act as a change champion for transformation and communicate, motivate and drive change initiatives within the office; Recommend and implement performance improvement initiatives; Manage successful implementation of system and process enhancements, updates and amendments within the office; Provide administrative support at outreach initiatives; Plan and monitor administration for outreach initiatives. Provide input to the strategic management of the section: Compile comprehensive operational plans, quarterly and annual reports; Keep abreast with changes in relevant guidelines and other legislation to make recommendations where policies and procedures need to be amended; Develop, enhance and implement policies, processes and procedures that are relevant to the section and enhance service delivery; Collaborate with internal and external stakeholders to implement new systems and processes, enabling integration to other areas. Section Management: Manage the performance of direct and indirect reports in accordance with the GPAA Performance management policy and procedure; Identify training and development needs, implementing plans to address requirements as appropriate; Manage discipline and absenteeism in accordance with organizational codes and procedures; Facilitate communication through appropriate structures and systems; Manage compliance with agreed budgets in consultation with the Senior Manager, ensuring that costs are contained; Participate in management forums within GPAA, contributing expertise to enable sound decision making; Provide detailed, accurate information for internal and external audit purposes and action audit issues identified; Implement controls within the section which minimize potential risk to stakeholders; Ensure the effective utilization of all other resources (including IS, Assets, Infrastructure, etc.) within the provincial office.

ENQUIRIES: Mr Ismael Radebe Tel No: (012) 399 2299
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 PE Regional Offices based at: Ground Floor, Kwantu Towers, Sivuyile Mini-Square, next to City Hall or Bisho Regional Office based at No.12, Global Life Office Center, Circular Drive or Mthatha Regional Office based at 2nd Floor, PRD Building, Corner Sutherland and Madeira Streets.

FOR ATTENTION: Mr Ismael Radebe – Recruitment
NOTE: One position of Manager: Provincial Office (Branch Manager) is currently available at the Government Pensions Administration Agency: Eastern Cape Region based in Bisho. The main purpose of this position is to ensure effective and efficient pension service delivery in line with GPAA strategy in the province. Employment Equity target for the post is Coloured/ Indian/ White males or Coloured/Indian/White female candidates or people with disability. Candidates of the specified groups are encouraged to apply.

POST 32/14:

CLIENT LIAISON OFFICER: EASTERN CAPE (BISHO) REF NO: CLO/EC/2019/09-1P
(Permanent)
The purpose of a Client Liaison Officer is to provide client outreach, education and employer compliance.

SALARY:
R376 596 per annum (Level 09) (basic salary)

CENTRE:
Eastern Cape Regional Office – Client Services - Bisho

REQUIREMENTS:
A three year degree/national diploma or equivalent three year qualification (at least 360 credits) with a minimum of four (4) years’ experience in client relations management. Computer literacy that would include a good working knowledge of Microsoft Office products. Valid driver’s license is mandatory, at least two years old (a certified copy must be attached to the application). 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. Geographical knowledge of the province for which application is made. Excellent customer relations experience. The applications of individuals currently residing in Eastern Cape May receive preference. Knowledge of Employee benefits. Knowledge of client relations management. Knowledge of GPAA/GEPF’S products and services. Excellent problem solving skills. Strong customer orientation and customer relations. Excellent presentation skills. Ability to communicate at all levels in and outside the organization. Excellent communications skills, both verbal and written. Outgoing personality. Ability to build strong network relationships. Ability to take responsibility and to work independently. Analytical skills.

DUTIES:
The successful incumbent will be responsible for a wide variety of administrative and client service tasks which includes the following but not limited to: Providing education and training: Conduct training to HR Unit on correct completion of documentation to be submitted to GPAA. Conduct workshops and roadshows to members, employers and stakeholders to create understanding of products used and processes to be followed; Conduct Induction Programme to employees and stakeholders to create understanding of products used and processes to be followed; Plan presentation of education materials, monitor and evaluate the effectiveness of programmes conducted, recommending enhancements; Market new services offered by GPAA by conducting training of new/current Pension Case Management users (PCM); Promote compliance with GPAA’s processes and procedures. Provide regular feedback to employers/clients on claims submitted. Compliance of employer and stakeholders: Check reported feedback regarding compliance of performance from the employer departments; Follow-up/trace missing information on outstanding documents in order to enable finalisation of the process (Trace members for outstanding life certificates); Analyse documents received on PCM-Pension Case Management to provide feedback to departments on core issues identified, highlighting key issues to Senior CLO; Ensure that GPAA rules, products and processes are known and adhered to. Enquiry management (General and RMC): Check member queries through wireless facility and resolve on site; Provide information regarding member cases; Facilitate meetings with relevant client departments in resolving administrative issues; Confirm member status with employer (RMC); Update member information on the RMC portal application; Requesting and receiving additional information from employer with regards to Medical and IOD; Interaction with Compensation Fund regarding IOD enquiries. Collection of documentation: Pre-verification of documents received from employer, member and third party; Checking and capturing of documents Bar coding, linking and indexing of documents; Scanning documents onto PEKWA; Quality assurance of each case using control sheet; Collect supporting documents for RMC processes; Collect original awards from employer regarding IOD.
ENQUIRIES: Ms Felicia Mahlaba on Tel No: (012) 319 1455
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 PE Regional Offices in. Ground Floor, Kwantu Towers, Sivuyile Mini-Square, next to City Hall or Bisho Regional Office based at No.12, Global Life Office Center, Circular Drive or Mthatha Regional Office based at 2 Floor, PRD Building, Corner Sutherland and Madeira Streets.
FOR ATTENTION: Ms Felicia Mahlaba at Recruitment
NOTE: One Client Liaison Officer Position is currently available at the Government Pensions Administration Agency at the Regional Office: Eastern Cape - Bisho. The position will be filled as a permanent position. Note: Employment Equity target for the post are Coloured/Indian/White males or Coloured/Indian/White females or people living with disabilities. Candidates of the specified groups are encouraged to apply.

POST 32/15: CLIENT LIAISON OFFICER REF NO: CLO/LIM/2019/09-1P
Client Services
The purpose of a Client Liaison Officer is to provide client outreach, education and employer compliance.

SALARY: R376 596 per annum (Level 09) (basic salary)
CENTRE: Limpopo Regional Office (Polokwane)
REQUIREMENTS: A three year degree/national diploma or equivalent three year qualification (at least 360 credits) with a minimum of four (4) years' experience in client relations management. Computer literacy that would include a good working knowledge of Microsoft Office products. Valid driver's license is mandatory, at least two years old (a certified copy must be attached to the application). 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. Geographical knowledge of the province for which application is made. Excellent customer relations experience. The applications of individuals currently residing in Limpopo may receive preference. Knowledge of Employee benefits, Knowledge of client relations management, Knowledge of GPAA/GEPF’S products and services, Excellent problem solving skills, Strong customer orientation and customer relations, Excellent presentation skills, Ability to communicate at all levels in and outside the organization, Excellent communications skills, both verbal and written. Outgoing personality. Ability to build strong network relationships. Ability to take responsibility and to work independently. Analytical skills.

DUTIES: The successful incumbent will be responsible for a wide variety of administrative and client service tasks which includes the following but not limited to: Providing education and training: Conduct training to HR Unit on correct completion of documentation to be submitted to GPAA, Conduct workshops and roadshows to members, employers and stakeholders to create understanding of products used and processes to be followed, Conduct Induction Programme to employees and stakeholders to create understanding of products used and processes to be followed, Plan presentation of education materials, monitor and evaluate the effectiveness of programmes conducted, recommending enhancements. Market new services offered by GPAA by conducting training of new/current Pension Case Management users (PCM), Promote compliance with GPAA’s processes and procedures. Provide regular feedback to employers/clients on claims submitted. Compliance of employer and stakeholders: Check reported feedback regarding compliance of performance from the employer departments, Follow-up/trace missing information on outstanding documents in order to enable finalisation of the process (Trace members for outstanding life certificates), Analyse documents received on PCM-Pension Case Management to provide feedback to departments on core issues identified, highlighting key issues to Senior CLO ,Ensure that GPAA rules, products and processes are known, understood and adhered to. Enquiry management (General and RMC): Check member queries through wireless facility and resolve on site, Provide information regarding member cases, Facilitate meetings with relevant client departments in resolving administrative issues, Confirm member status with employer (RMC), Update member information on the
RMC portal application, Requesting and receiving additional information from employer with regards to Medical and IOD, Interaction with Compensation Fund regarding IOD enquiries. Collection of documentation: Pre-verification of documents received from employer, member and third party, Checking and capturing of documents, Bar coding, linking and indexing of documents, Scanning documents onto PEKWA. Quality assurance of each case using control sheet, Collect supporting documents for RMC processes, Collect original awards from employer regarding IOD. One Client Liaison Officer Position is currently available at the Government Pensions Administration Agency at the Regional Office: Limpopo. The position will be filled as a permanent position.

ENQUIRIES

APPLICATIONS

FOR ATTENTION

NOTE

ENQUIRIES:
Felicia Mahlaba
Tel No: (012) 319 1455
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
NOTE:
Employment Equity target for the post are Coloured/Indian/White males or Coloured/Indian/White females or people living with disabilities. Candidates of the specified groups are encouraged to apply

POST 32/16:
PERSONAL ASSISTANT: OFFICE OF THE GENERAL MANAGER FINANCE
REF NO: PA/GMF/2019/09-1P
(Permanent)
The purpose of the role is to render a secretarial support service to the General Manager: Finance in GPAA.

SALARY:
R257 508 per annum (Level 07) (basic salary)
CENTRE:
Pretoria Head Office
REQUIREMENTS:

DUTIES:
The successful candidate will be responsible for the following functions, and include but not limited to: Renders administrative support services: Ensures the effective flow of information and documents to and from the office of the General Manager. Ensures the safekeeping of all documentation in the office of the General Manager in line with relevant legislation and policies. Obtains inputs, collates and compiles reports such as progress reports, monthly reports and management reports. Scrutinizes routine submissions/reports and make notes and/or recommendations for the General Manager. Responds to enquiries received from internal and external stakeholders. Drafts documents as required. Does filing of documents for the General Manager where required. Collects, analyses and collates information requested by the General Manager. Clarifies instructions and notes on behalf of the General Manager. Ensures that travel arrangements are well coordinated. Prioritizes issues in the office of the General Manager. Manages the leave forms, leave register and telephone accounts for the unit. Handles procurement of standard items like stationery, refreshments etc. for the activities of the General Manager. Obtains the necessary signatures on documents like procurement advices and monthly salary reports. Provides a secretarial/receptionist support service to the General Manager: Receives telephone calls and refers the calls to the correct role players if not meant for the General Manager. Performs advanced typing work. Operates and ensures that office equipment, e.g. fax machines and photocopiers are in good working order. Records the engagements of the General Manager. Utilizes discretion regarding meeting requests - to decide whether to
accept/decline or refer to other employees based on the assessed importance and urgency of the matter. Coordinates with and sensitizes/advises the General Manager regarding engagements. Compiles realistic schedules of appointments. Provides support to General Manager regarding meetings: Scrutinizes documents to determine actions/information/other documents required for meetings. Collects and compiles all necessary documents for the General Manager to inform him/her on the contents. Records minutes/decisions and communicates to relevant role-players. Follow-up on the progress made. Prepares briefing notes for the General Manager as required. Coordinates logistical arrangements for meetings when required. Support the GM with the administration of the executive General Manager’s budget: Collects and coordinates all documents that relate to General Manager’s budget. Assists the General Manager in determining funding requirements for purposes of MTEF submissions. Keeps record of expenditure commitments, monitors expenditure and alerts General Manager of possible over and underspending. Checks and correlates BAS reports to ensure that expenditure is allocated correctly. Identifies the need to move funds between items, consults with the General Manager and compiles draft memos for this purpose. Compares the MTEF allocation with the requested budget and informs the General Manager of changes. Studies the relevant Public Service and departmental prescripts/policies and other documents to ensure that the application thereof is understood properly: Remains up to date with regard to prescripts/policies and procedures applicable to his/her work terrain. Remains abreast with the procedures and processes that apply in the office of the GM.

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 34 Hamilton Street, Arcadia, Pretoria.
NOTE : One Personal Assistant position is currently available at the Government Pensions Administration Agency: Office of the General Manager: Finance. The position is a permanent position. Employment Equity target for the post is Coloured/ Indian/ African/ White male or Coloured/Indian female or people living with disabilities. Candidates of the specified groups are encouraged to apply. Take note that it may be expected of the shortlisted applicants to undergo an assessment related to the position.

POST 32/17 : JUNIOR STATISTICIAN REF NO: JUN/STATS/MIS/2019/09-1P
(Permanent)
Management Information and Analytics

SALARY : R257 508 per annum (Level 07) (basic salary)
CENTRE : Pretoria Head Office

DUTIES : The purpose of this role is to apply statistical theory and methods to collect, organize, interpret, system and generate statistical reports and analysis in GPAA. The successful incumbent will be responsible for a wide variety of administrative and client service tasks which includes the following but not limited to: Conduct and interpret statistical data in order to identify significant differences in relationships among sources of Information. Analyse trends and advise business on appropriate
course of action. Evaluate sources of information in order to determine any
limitations in terms of reliability or usability. Evaluate the statistical methods and
procedures used to obtain data in order to ensure validity, applicability, efficiency,
and accuracy. Identify relationships and trends in data, as well as any factors that
could affect the results of research. Report results of statistical analyses, including
information in the form of graphs, charts, and tables. Prepare data for processing
by organizing information, checking for any inaccuracies, and adjusting and
weighting the raw data. Test experimental designs, sampling techniques, and
analytical methods. Evaluate Information to Determine Compliance with Standards.
Identifying gaps in information to drive project completion. Translate Business Unit
requirement into technical and functional requirements. Interpret current GPAA
Business Intelligence (BI) with trend data to advice recommendations for action.
Liaise with BI and data analysts in Planning, designing, developing and enhancing
oracle Business Intelligence reports. Assist in activities pertaining to Reporting and
analytics. Assist in the Stakeholder management servicing. Participate with GPAA
business units and stakeholders in meetings, sessions and workshops on statistical
analysis for GPAA. Draft advice on findings and recommend problem solutions.
Consulting with clients and agreeing what data to collect and how it should be
gathered - taking into account any ethical and legislative considerations. Drafting
reports and articles for publication. Ensures high level of customer service across
all GPAA interactions and deliverables. Assist in the transfer of knowledge to
internal users on newly implemented business intelligence. Support incoming
request for MIA approved reports and finalization thereof.

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, 00010001 or hand delivered to 34 Hamilton
Street, Arcadia, Pretoria.

FOR ATTENTION : Ms Ntsibakazi Mtshabe at Recruitment
NOTE : A permanent Junior Statistician position is currently available at the Government
Pensions Administration Agency in the Management Information and Analytics
Unit. The purpose of the role is to apply statistical theory and methods to collect,
organize, interpret and generate statistical reports and analysis in GPAA. Note:
Employment Equity target for the post is Coloured/ Indian males or
Coloured/Indian/White /African females or people living with disabilities. Candidates of the specified groups are encouraged to apply.

POST 32/18 : CUSTOMER SERVICE AGENT REF NO: CSA/NW/2019/09-1P
(Permanent)
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) (basic salary)
CENTRE : Mafikeng 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 preferably in Life Insurance or Employee
Benefits or Medical Aid environments. 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 preferably in Life Insurance
or Employee Benefits or Medical Aid environments. 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. Knowledge of GEPF
products and services will be an advantage. The applications of individuals
currently residing in North West 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.

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 other Departments 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: 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 or hand delivered to 34 Hamilton Street, Arcadia, Pretoria or hand delivered to our Mafikeng Regional Office at Office No 4/17, Mega City, Mmabatho or Rustenburg Satellite Office, 149 Leyds Street (Cnr Leyds & Heystek), Rustenburg

FOR ATTENTION: Mr Lesiba Sehlapelo Tel No: (012) 399 2710
NOTE: One permanent position of Customer Service Agent is currently available at the Client Relationship Management Section of the GPAA based in Mafikeng Regional Office. Employment Equity target for the post is Coloured/White/Indian male or female and people with disability. Candidates of the specified groups are encouraged to apply. The applications of individuals currently residing in North West may receive preference