ANNEXURE G

GOVERNMENT PENSIONS ADMINISTRATION AGENCY (GPAA)

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 Western Cape Regional Office at 21 Floor, Thibault Square, standard Bank Building, Long Street, City Centre, Cape Town.

FOR ATTENTION:  Ms Ntsibakazi Mtshabe at Recruitment

CLOSING DATE:  08 November 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 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 email or faxed applications/No late applications, 12H00 No late applications will be considered. No faxed/e-mailed/late applications will be considered.

OTHER POST

POST 38/17:  CLIENT LIAISON OFFICER: WESTERN CAPE REF NO: CLO/WC/2019/10-1P (Permanent)

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

CENTRE:  Western Cape Regional Office – Client Services – Cape Town
**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 Western Cape may receive preference. 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 purpose of a Client Liaison Officer is to provide client outreach, education and employer compliance. 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 Ntsibakazi Mtshabe Tel No: (012) 399 2758

**NOTE**

One Client Liaison Officer Position is currently available at the Government Pensions Administration Agency at the Regional Office: Western Cape – Cape Town. The position will be filled as a permanent position. Note: Employment Equity target for the post are Indian/White males or females or people living with disabilities. Candidates of the specified groups are encouraged to apply.