

GOVERNMENT PENSIONS ADMINISTRATION AGENCY (GPAA)

**CLOSING DATE**
NOTE

: 10 September 2021 at 12h00 noon No late applications will be considered.

: Take Note Of The Disclaimer Mentioned On Each Advert During Covid Lockdown. It is mandatory that applications with supporting documentation, including signed Z83 be emailed to the respective email addresses indicated on each advert. Ensure that you use the correct inbox/email. Applications send to the incorrect inbox will be deemed a regret. Ensure to sign your Z83 before you scan it. Please use your signature or valid e-signature and not your name written in block/typed print. A Z83 not signed will be deemed a regret. Only send documents related to the requirements in the advert. From 1 January 2021, a new application for employment (Z83) from will be effective. Should an individual wish to apply for a post on or after 1 January 2021, he/she will be required to submit the new application for employment form which can be downloaded at www.dpsa.gov.za-vacancies. From 1 January 2021 should an application be received using the incorrect application for employment (Z83), it will not be considered. Requirements: Applications must be submitted on form Z83, obtainable on the internet at <http://www.gpaa.gov.za> (Originally signed and scanned). The relevant reference number must be quoted on all documentation and on the subject heading of the email. 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) 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. 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 virtual 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 six (6) 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. One of the minimum requirements for SMS is the pre-entry certificate. For more details on the pre-entry course visit: <https://www.thensg.gov.za/training-course/sms-pre-entry-programme/> 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 POSTS

<u>POST 30/46</u>	:	<u>ASSISTANT MANAGER: PROGRAMME 2.1 FINANCE (FINANCIAL ACCOUNTING) REF NO: ASM/P1-FINANCE/2021/08-1P</u> Permanent Programme 2.1
<u>SALARY</u>	:	R376 596 per annum (Level 09) (basic salary)
<u>CENTRE</u>	:	Pretoria
<u>REQUIREMENTS</u>	:	An appropriate three year National Diploma/Degree in Financial Management or Financial Accounting Field (at least 360 credits) coupled with 4 years' experience in Financial Management Accounting of which 2 years should be in supervisory level. Knowledge of International Financial Reporting Standards; Knowledge of Regulatory Reporting Requirements for Retirement Funds in SA; Knowledge of Pension Fund environment; Knowledge of Financial Accounting; Knowledge of Risk Management; Analytical skills; Supervisory/management skills; Time management; Honesty and integrity; Hardworking; Attention to detail and Openness to change. Supervisory/management skills; Good communication and interpersonal skills; Good problem solving skills; Ability to work in a team and independently; Time management; Honesty and integrity; Hardworking; Attention to detail and openness to change.
<u>DUTIES</u>	:	The purpose of the role is to assist in the management and provision of Financial Accounting and General Ledger services for the National Treasury Funds. The successful candidate will be responsible for the following functions and include, but not limited to: Implement financial revenue, expenditure management and accounting; Ensure the adherence of policy and legislative framework to ensure that cognizance is taken of new developments; Assist in developing and maintaining policies and processes; Submit reports and plans as required; Ensure compliance with financial prescripts; Provide advice and guidance to role players on revenue and expenditure procedures; Ensure that risks are identified in the unit; Implement and present results of internal controls to mitigate risks; Align internal controls with GPAA's policies and strategic objectives; Recommend corrective measures on deviation to internal controls; Assisting in testing of internal control solutions; Outline risk management processes within the Programme 2.1 Finance unit and implementation of action plans; Implement the coordination and compilation of the National Treasury Funds budget: Medium Term Expenditure Framework (MTEF), Estimate of National expenditure (ENE) and Adjustment Budget in compliance with National Treasury guidelines and assist with inputs and liaise with NT Public Finance. Undertake revenue, expenditure management and accounting work as required: Ensure that debt management, monitoring and reporting services are rendered; Ensure that payment for goods and services, transfers, subsidies and reporting are efficiently and effectively performed; Review and posting of monthly journals (BAS & Civpen); Review the monthly advance request to National Treasury; Review and check monthly administration claims by GPAA to National Treasury; Process information; Ensure that expenditure is in line with the budget and item provisioning and Facilitate the process of transfer payments/subsidy. Preparations of Audit processes and Fund Liabilities: Liaise with external and internal auditors; Preparation and provision of year-end audit file; Preparation and provision of additional information required by the auditors; Resolution of internal and external audit queries; Implementation of internal and external audit recommendations and determine, calculate and classify of fund liabilities for the National Treasury Funds monthly. Facilitation of General Ledger transactions: Provide inputs to GPAA Finance on creation of new ledger accounts; Facilitate journal processing of General Ledger transactions; Process General Ledger transactions; clear all suspense accounts before closure of the reporting period; Review of reconciliations of General Ledger accounts. Provide financial reporting services: Preparation of annual financial statements for audit purposes; Preparation of quarterly and interim financial statements required by management of the relevant Funds; Participating in NT AFS Committee Providing quarterly inputs for organizational performance reporting; Reviewing of monthly fund reports and reviewing of monthly administration reports. Management and development of staff: Manage the performance of the unit which involves coaching, mentoring and taking corrective action where required, developing performance standards and evaluating team and individuals; Monitor staff regarding human resources such as leave, recruitment, grievances and discipline and compile the work

		plans for the unit including the consolidation of the operational plans into the directorate's overall work plan.
<u>ENQUIRIES APPLICATIONS</u>	:	Ms Mapule Mahlangu Tel No: (012) 399-2639 or email Recruit2@gpaa.gov.za
	:	It is mandatory to email your application with the relevant supporting documentation to Recruit2@gpaa.gov.za quoting the reference number in the subject heading of the email. The certification of all supporting documents will be expected of the shortlisted candidates only during the challenges experienced with the COVID-19 pandemic.
<u>NOTE</u>	:	One permanent Assistant Manager: Finance - Programme 2.1 position is currently available at the Government Pensions Administration Agency. Disclaimer during COVID 19 lockdown stages: Take note of the new requirements regarding a new Z83 effective 1 January 2021 as per the DPSA regulations. (Information contained in the footer). Interviews will/may be conducted via a virtual medium which will be discussed with each shortlisted applicant. The applicant should have the necessary data and equipment for this purpose. Correspondence will only be conducted with the short-listed candidates.
<u>POST 30/47</u>	:	<u>CUSTOMER SERVICE AGENT REF NO: CSA/CRM/2021/08-1P</u> Permanent Customer Relations Management The purpose of the role is: To provide administrative functions and to resolve queries and complains on first contact within the Client Relations Management environment.
<u>SALARY CENTRE REQUIREMENTS</u>	:	R208 584 per annum (Level 06), (basic salary)
	:	Gauteng Regional Office
	:	An appropriate three year tertiary qualification (at least 360 credits NQF level 6) 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. 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 the Province applying for may receive preference (Gauteng). Knowledge of Employee Benefits. Knowledge of Client Relations Management. Problem solving skills. Presentation Skills. Communication Skills. Time Management. Work Independently.
<u>DUTIES</u>	:	The incumbent will be responsible for a wide variety of tasks which includes, but is not limited to the following: Provide quality customer services 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, faxed within allocated time frame. Update on all the relevant GPAA systems. 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 production statistics to the supervisor. Check and update consolidated/escalation lists to the supervisor. Provide Client liaison services within the office: Respond to escalated queries within allocated time frame. Interact with other department with 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 unit cases are finalized. Effective and efficient administration of documents received. Provide administrative support at outreach initiatives.
<u>ENQUIRIES APPLICATIONS</u>	:	Ismael Radebe on Tel No: 012 399 2299 or email Recruit4@gpaa.gov.za
	:	It is mandatory to email your application with the relevant supporting documentation to Recruit4@gpaa.gov.za quoting the reference number in the subject heading of the email. The certification of all supporting documents will be expected of the shortlisted candidates only during the challenges experienced with the COVID-19 pandemic.

<u>NOTE</u>	:	One permanent position for Customer Service Agent is currently available at Gauteng Regional Office of the Government Pensions Administration Agency. Disclaimer during COVID 19 lockdown stages: Take note of the new requirements regarding a new Z83 effective 1 January 2021 as per the DPSA regulations. (Information contained in the footer). Interviews will/may be conducted via a virtual medium which will be discussed with each shortlisted applicant. The applicant should have the necessary data and equipment for this purpose. Correspondence will only be conducted with the short-listed candidates.
<u>POST 30/48</u>	:	<u>CALL CENTRE AGENT REF NO: CCA/CRM/2021/08-38C</u> (12 months contract) Customer Relations Management The purpose of the role is: To provide professional call centre and enquiry resolution services to all stakeholders and customers of GPAA.
<u>SALARY CENTRE REQUIREMENTS</u>	:	R208 584 per annum (Level 06), plus 37% in lieu of benefits Pretoria Head Office An appropriate three year tertiary qualification (at least 360 credits) with 18 months proven Call Centre experience in handling life insurance/employee benefits/client relationship management/client care enquiries or A Grade 12 Certificate/Senior Certificate (Matric) with three years proven Call Centre experience in handling life insurance/employee benefits/client relationship management/client care enquiries. 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. The applications of individuals currently residing in Gauteng Province may receive preference. Knowledge of the Public Service Act. Knowledge of Principles of GEP Law. Knowledge of Employee Benefits. Excellent communications skills, both verbal and written. Excellent problem solving skills. Time management. Ability to communicate with clients. Ability to work in a team. Self-management (being able to work independently).
<u>DUTIES</u>	:	The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: Handling inbound and outbound calls: Receive incoming calls. Respond to client enquiries by providing correct information. Escalate unresolved queries to the assistant manager and business units. Check database for outstanding documents or information. Resolve customer queries through telephone, e-mail, web and fax: Receive, handle and resolve all incoming customer queries. Respond to incoming client queries using information from system. Provide a service that exceeds customer expectations at all times. Handle customer information in a professional and confidential manner. Capture data about all incoming queries.
<u>ENQUIRIES APPLICATIONS</u>	:	Ms Mapule Mahlangu Tel No: (012) 399-2639 or email Recruit2@gpaa.gov.za It is mandatory to email your application with the relevant supporting documentation to gpaateam@fempower.co.za quoting the reference number in the subject heading of the email. The certification of all supporting documents will be expected of the shortlisted candidates only during the challenges experienced with the COVID-19 pandemic
<u>NOTE</u>	:	Various contract Call Centre Agent positions are currently available at the GPAA and will be based in the Call Centre (Pretoria). It will be filled on 12 month contracts. Disclaimer during COVID 19 lockdown stages: Take note of the new requirements regarding a new Z83 effective 1 January 2021 as per the DPSA regulations. (Information contained in the footer). Interviews will/may be conducted via a virtual medium which will be discussed with each shortlisted applicant. The applicant should have the necessary data and equipment for this purpose. Correspondence will only be conducted with the short-listed candidates.