

GOVERNMENT PENSIONS ADMINISTRATION AGENCY (GPAA)



CLOSING DATE : 18 September 2020 at 12h00 noon No late applications will be considered.

NOTE : Take note of the disclaimer mentioned on each advert during COVID lockdown. It is preferred 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 sent to the incorrect inbox will be deemed a regret. Ensure to sign your Z83 before you scan it. A Z83 not signed, will be deemed a regret. Only send documents related to the requirements in the advert. 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) 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: All copies must be certified in the past 6 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-employment 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. One of the minimum entry 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

POST 21/91 : **SENIOR CLIENT LIAISON OFFICER: NORTH WEST REGIONAL OFFICE**
REF NO: SCL0: NW/2020/09-1P
 Client Relationship Management

SALARY : R470 040 per annum (Level 10) (basic salary)
CENTRE : North West Regional Office (Mafikeng)

REQUIREMENTS

: A relevant three year B degree/national diploma or equivalent three year qualification (minimum 360 credits) with 5 years' experience in the Client Relations Management environment of which 2 years should be in a supervisory role. 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 spoken in the province where applying. Geographical knowledge of the province for which application is made. Excellent customer relations experience. The applications of individuals currently residing in North West Province may receive preference. Knowledge of Employee Benefits. Knowledge of Client relations management. Knowledge of GEPF services and products. Geographical knowledge of the region. Knowledge of two indigenous language spoken in the region. Good analytical skills. Good customer relations skills. Good problem solving skills. Good communications skills both written and verbal. Outgoing personality. Ability to build strong network relationships. Ability to work in a team. Excellent presentation skills.

DUTIES

: The aim of the position is to provide client outreach, education and employer compliance within GPAA. Providing education and training; conduct training to HR unit on correct completion of documentation to be submitted to GPAA. Oversee and conduct workshops and roadshows to members, employers and stakeholders to create understanding of products used and processes to be followed. Market new services offered by GPAA by conducting training of new/current users, including e Channel/PCM. Promote compliance with GPAA's processes and procedures. Conduct Induction programme to employees and stakeholders where explanation of GPAA will be given with related processes. Plan, develop education materials, monitor and evaluate the programme and conduct presentations to HR unit about Retirement member campaign. Conduct training of new/current e-Channel/PCM users in calculating compliance on management of SLA. Compliance of employer and stakeholders; ensuring compliance of performance from the employer departments. Follow-up/trace missing information on outstanding documents in order to enable finalization of the process. Ensure all institutions doing terminations are glistered and fully utilizing e-Channel/PCM. Analyse documents received on E-Channel/PCM to provide feedback to department on core issues identified. Monitor documents received on E-Chanel/PCM on a daily basis. Ensure that SLA's are adhered to. Ensure that GPAA rules, products and processes are understood and adhered to. Enquiry management (General and RMC); Check member queries using technology available 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 regard to GEPF and related product documentation. Interaction with Compensation Fund regarding IOD enquiries. Collection of GEPF and related product documentation (including medical pensions and IOD); 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. Manage and development of staff; Manage the performance of the unit which involves coaching, mentoring, and take corrective action (including disciplinary action) where required, develop performance standards and evaluates team and individuals. Monitor staff regarding human resource such as leave, recruitment and grievances (Keeping records). Compile the work plans for the section including the consolidation of operational plans into the directorate's overall work plan.

ENQUIRIES

: Mr Ismael Radebe Tel No: (012) 399 2299

APPLICATIONS

: Please forward your application, quoting the relevant reference number, in the heading to the email below: # Disclaimer during COVID 19 lockdown stages: With the restrictions on social distancing during phases 5 to 2, 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. Interviews will be conducted via a virtual medium which will be discussed with each shortlisted applicant.

FOR ATTENTION

: Mr Ismael Radebe – Recruitment

NOTE : A position of Senior Client Liaison Officer is currently available at GPAA: North West Provincial Office (based in Mafikeng) and will be filled permanently.

POST 21/92 : **SENIOR CLIENT LIAISON OFFICER: KZN REGIONAL OFFICE REF NO: SCLO: KZN/2020/09-1PRA**
Client Relationship Management

SALARY : R470 040 per annum (Level 10) (basic salary)
CENTRE : KZN Regional Office (Pietermaritzburg)
REQUIREMENTS : A relevant three year B degree/national diploma or equivalent three year qualification (minimum 360 credits) with 5 years' experience in the Client Relations Management environment of which 2 years should be in a supervisory role. 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 spoken in the province where applying. Geographical knowledge of the province for which application is made. Excellent customer relations experience. The applications of individuals currently residing in KZN Province may receive preference. Knowledge of Employee Benefits. Knowledge of Client relations management. Knowledge of GEFP services and products. Geographical knowledge of the region. Knowledge of two indigenous language spoken in the region. Good analytical skills. Good customer relations skills. Good problem solving skills. Good communications skills both written and verbal. Outgoing personality. Ability to build strong network relationships. Ability to work in a team. Excellent presentation skills.

DUTIES : The aim of the position is to provide client outreach, education and employer compliance within GPAA. Providing education and training; conduct training to HR unit on correct completion of documentation to be submitted to GPAA. Oversee and conduct workshops and roadshows to members, employers and stakeholders to create understanding of products used and processes to be followed. Market new services offered by GPAA by conducting training of new/current users, including e Channel/PCM. Promote compliance with GPAA's processes and procedures. Conduct Induction programme to employees and stakeholders where explanation of GPAA will be given with related processes. Plan, develop education materials, monitor and evaluate the programme and conduct presentations to HR unit about Retirement member campaign. Conduct training of new/current e-Channel/PCM users in calculating compliance on management of SLA. Compliance of employer and stakeholders; ensuring compliance of performance from the employer departments. Follow-up/trace missing information on outstanding documents in order to enable finalization of the process. Ensure all institutions doing terminations are glistered and fully utilizing e-Channel/PCM. Analyse documents received on E-Channel/PCM to provide feedback to department on core issues identified. Monitor documents received on E-Chanel/PCM on a daily basis. Ensure that SLA's are adhered to. Ensure that GPAA rules, products and processes are understood and adhered to. Enquiry management (General and RMC); Check member queries using technology available 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 regard to GEFP and related product documentation. Interaction with Compensation Fund regarding IOD enquiries. Collection of GEFP and related product documentation (including medical pensions and IOD); 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. Manage and development of staff; Manage the performance of the unit which involves coaching, mentoring, and take corrective action (including disciplinary action) where required, develop performance standards and evaluates team and individuals. Monitor staff regarding human resource such as leave, recruitment and grievances (Keeping records). Compile the work plans for the section including the consolidation of operational plans into the directorate's overall work plan.

ENQUIRIES : Ms Ntsibakazi Mtshabe Tel No: (012) 399 2758

- APPLICATIONS** : Please forward your application, quoting the relevant reference number, in the heading to the email below: # Disclaimer during COVID 19 lockdown stages: With the restrictions on social distancing during phases 5 to 2, it is mandatory to email your application with the relevant supporting documentation to gpaa05@ursonline.co.za quoting the reference number in the subject heading of the email. Interviews will be conducted via a virtual medium which will be discussed with each shortlisted applicant.
- FOR ATTENTION NOTE** : Ms Ntsibakazi Mtshabe – Recruitment
: A position of Senior Client Liaison Officer is currently available at GPAA: KZN Provincial Office (based in Pietermaritzburg) and will be filled permanently.
- POST 21/93** : **CUSTOMER SERVICE AGENT**
(12 months contract)
Client Services
- SALARY CENTRE** : R208 584 per annum plus 37% in lieu of benefits – Level 06
: Ref No: CSA/NW/MAF/09-2C – for Mafikeng
: Ref No: CSA/NW/RUST/09-1C – for Rustenburg
- 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. 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 (North West) applying for may receive preference.
- DUTIES** : 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. Excellent problem solving skills, excellent presentation skills, excellent communication 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.
- ENQUIRIES APPLICATIONS** : Mr Lesiba Sehlapelo Tel No: (012) 399 2710
: Please forward your application, quoting the relevant reference number, in the heading to the email below: # Disclaimer during COVID 19 lockdown stages: With the restrictions on social distancing during phases 5 to 2, you may email your application with the relevant supporting documentation to gpaaeam@fempower.co.za quoting the reference number in the heading.
- FOR ATTENTION NOTE** : Mr Lesiba Sehlapelo – Recruitment
: Three 12 month contract positions for Customer Service Agents are currently available at the North West Regional and Satellite offices of the GPAA located in Mafikeng and Rustenburg respectively.

POST 21/94 : **SECRETARY: SENIOR MANAGER FINANCE REF NO: SEC/FS/2020/09-1P**

SALARY : Permanent

CENTRE : R173 703 per annum (Level 05) (Basic Salary)

REQUIREMENTS : Pretoria Head Office

: An appropriate three (3) year qualification (Office Administration/Secretarial) coupled with 6 - 12 months office administration/secretarial experience or Grade 12 with 2 years' experience in the field of office administration/secretarial. Experience in writing memos and taking minutes. Knowledge of the MS Office package, with experience in word processing, Outlook, Power Point and Excel (Which may be assessed if need be.) Knowledge of Office Administration. Knowledge of Public Service and departmental Prescripts and Legislations. Keep abreast with procedures and processes with the office of the Senior Manager. Typing skills. Written and verbal communication skills at all levels. Good telephone etiquette. High level of reliability. Good interpersonal relations. Ability to act with tact and discretion. Adhering to business ethics. Good grooming and presentation. Sound organising skills.

DUTIES : The purpose of the role is to render a secretarial support service to the Senior Manager Finance. The successful candidate will be responsible for the following functions and include, but not limited to: Providing a clerical support service to the Senior Manager: Liaises with travel agencies to make travel arrangements. Checks the arrangements when relevant documents are received; Arranges meetings and events for the manager. Identifies venue, invites role players, organises refreshments and sets up schedules for meetings and events; Processes the travel and subsistence claims for the unit; Processes all invoices that emanate from activities of the work of the manager; Records basic minutes for the meetings of the manager where required; Drafts routine correspondence and reports; Does filing of the documents for the manager and the unit where required; Administers matters like leave forms, leave registers and telephone accounts; Handles the procurement of standard items like stationery and refreshments; Collects all relevant documents to enable the manager to prepare for meetings. Provides a secretarial/receptionist support service to the Senior Manager: Receives telephone calls and refers the calls to the correct role players if not meant for the manager; Records appointments and events in the diary for the manager; Types documents for manager; Operates office equipment like fax machines and photocopiers; Remains up to date with regard to prescripts/policies and procedures applicable to his/her work terrain: Studies the relevant Public Service and departmental prescripts/policies and other documents to ensure that application thereof is understood properly; Remains abreast with the procedures and processes that apply in the office of the manager.

ENQUIRIES : Ms Mapule Mahlangu Tel No: (012) 399 2639

APPLICATIONS : With the restrictions on social distancing during phases 5 to 2, it is mandatory to email your application with the relevant supporting documentation to rhone@telebest.co.za quoting the reference number in the subject heading of the email. Interviews will 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.

FOR ATTENTION : Ms Mapule Mahlangu – Recruitment

NOTE : One permanent Secretary Position is currently available at the Government Pensions Administration Agency: Office of the Senior Manager: Finance Management.