

## GOVERNMENT PENSIONS ADMINISTRATION AGENCY (GPAA)



**CLOSING DATE**  
**NOTE**

: 05 August 2022 before 12h00 noon. No late applications will be considered.

: Take note of the Disclaimer mentioned on each advert. It is mandatory that applications which consist of a signed Z83 and comprehensive CV 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. 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. From 1 January 2021, a new application for employment (Z83) form will be effective and if the old Z83 is used, it will be deemed a regret. Should an individual wish to apply for a post 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\\_or http://www.gpaa.gov.za](http://www.dpsa.gov.za-vacancies_or_http://www.gpaa.gov.za) Requirements: Applications must be submitted on the new form Z83 as indicate above (signed and scanned). The relevant reference number must be quoted on all documentation and on the subject heading of the email. An application should consist of (a) a comprehensive and detailed CV (specifying all experience and duties, indicating the respective dates MM/YY as well as indicating references with full contact details) and (b) a duly completed Z83 (refer to Circular No 19 of 2022 in this regard). Failure to submit the above documents will result in the application not considered and deemed a regret. The candidate must agree to the following: Shortlisted candidates must avail themselves for a virtual or in-person panel interview at a date and time determined by the GPAA. Note that certain information contained in the application (CV and Z83) may be verified through the request for official documents and or other methods of verification and proof. The certification of all supporting documents will be expected of the shortlisted candidates only. Applicants must note that pre-employment checks and references will be conducted once they are short-listed and the appointment is also subject to a positive outcome 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 applications on 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 and annual performance agreement and will be required to undergo a security clearance

## OTHER POSTS

<b><u>POST 27/40</u></b>	:	<b><u>MANAGER: DEMAND, PLANNING AND ACQUISITION REF NO: M/DPA/2022/07-1C</u></b> Supply Chain Management (12 Months contract) The purpose of the role is to manage the acquisition and demand planning of goods and services in the organisation.
<b><u>SALARY CENTRE REQUIREMENTS</u></b>	:	R744 255 per annum (Level 11), all-inclusive salary Pretoria Head Office An appropriate three-year National Diploma/B Degree (at least 360 credits) in Supply Chain Management/Logistics Management or related SCM/Finance field. Six (6) years appropriate proven experience in Supply Chain Management of which three (3) years was in a managerial role. Computer literacy that includes a good working knowledge of Microsoft Office products, especially Microsoft Excel and Word. Knowledge of GPAA policies and procedures, Knowledge of GEPF services and products, Knowledge of relevant legal requirements particularly BCEA and Public Service Act. Knowledge of Public Finance Management Policies and National Treasury regulations. Knowledge of Supply Chain Processes and Policies, Knowledge of Employee Benefits, Strategic planning, Analytical skills, Strong leadership and Managerial skills, Financial skills, Planning and organizing skills, Decision making and problem solving skills, Communication skills, Motivational skills, Ability to establish controls to monitor tasks, Persuasiveness and flexibility, Customer service orientation, Ability to take responsibility, Ability to work under pressure, Ability to delegate, Integrity/reliability/honesty, Quality and result orientated.
<b><u>DUTIES</u></b>	:	The incumbent will be responsible for a wide variety of tasks within SCM, which includes but are not limited to the following: Manage tender and procurement process: Source tender specifications from components and units and advertising of tenders, Oversee the compilation of tender documents, Oversee allocation of tender numbers, advert dates and closing dates, Oversee placing of advertisement for tenders on tender bulletin, Treasury website and national newspaper where required, Manage the administration of all processes related to the monitoring of tender documents, Oversee all tender documents received from project manager and Bid Adjudication Committee, Oversee the registration of all tenders, Manage the maintenance of open and close tender register. Provide support with regards to development, implementation and maintenance of procurement policies and frameworks: Provide support with regard to the development of supply chain management policies and strategies. Ensure that policies are in line with the organisation's strategic objectives, Treasury Regulations and the Government BBBEE frameworks. Identify deficiencies in policy framework, procedural guidelines and work processes within the Supply Chain Management business unit. Design, implement and maintain effective procurement control systems to ensure compliance to policy and procedures on a continuous basis. Communicate changes to policy, procedures and work processes to staff in the business unit and train/coach staff in applying these, where required. Compile corporate demand plan informed by end users: Communicate with all cost centre managers with regards to their procurement plans. Consolidate all procurement plans into one for the whole of GPAA. Facilitate the reporting on the progress of the procurement plan to OCPO and other internal platforms. Assist the specification committee with compilation of the terms of reference or specifications, as it relates to SCM prescripts and legislative requirements. Oversee the scheduling and the advertisement of tenders. Conduct industry analysis for specific products and devise a sourcing strategy. Conduct market analysis for specialized sourcing request. Analyze repetitive sourcing request and determine consolidative solutions. Manage and develop staff: Set, agree and monitor performance of direct reports, check that it is aligned with planned targets. Allocate work according to the individual workload, expertise, and developmental needs of the individual. Identify development and succession planning requirements. Ensure employment equity compliance. Monitor that outputs achieve business requirements. Facilitate staff productivity and efficiency, minimizing absenteeism and turnover figures. Motivate staff through the implementation of various reward mechanisms. Facilitate departmental communication through appropriate structures and systems. Manage the budget of the unit and monitor expenditure patterns as per the prescripts.
<b><u>ENQUIRIES APPLICATIONS</u></b>	:	Mr Ismael Radebe Tel No: 012 399 2299 It is mandatory to email your application (comprehensive CV and new Z83 signed) to <a href="mailto:Recruit4@gpaa.gov.za">Recruit4@gpaa.gov.za</a> quoting the reference number in the subject heading of the email.

**NOTE** : Take note of the requirements regarding a new Z83 effective 1 January 2021 as per the DPSA regulations as well as all other requirements specified in the footer. Take note of Circular 19 of 2022 regarding the practice note on the Z83 application and completion thereof. The certification of all supporting documents will be expected of the shortlisted candidates only. Interviews 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. If you have not been contacted within six (6) months after the closing date of this advertisement, please accept that your application was unsuccessful. Note: The purpose of the role is to manage the acquisition and demand planning of goods and services in the organisation. One contract position of Manager: Demand, Planning and Acquisition is currently available at Supply Chain Management in GPAA on a 12-months contract.

**POST 27/41** : **ASSISTANT MANAGER: LOGISTICS AND INVENTORY REF NO: AM/L&I/2022/07-1P**  
Supply Chain Management  
The purpose of the role is to facilitate and manage logistics and inventory services within the organisation.

**SALARY CENTRE REQUIREMENTS** : R382 245 per annum (Level 09), (basic salary)  
Pretoria Head Office  
: An appropriate three-year National Diploma/B Degree (at least 360 credits) in Supply Chain Management/Logistics Management or related SCM/Finance field coupled with four (4) years' experience in a Supply Chain Management environment which should include two years (2) supervisory experience. Computer literacy that includes a good working knowledge of Microsoft Office products, especially Microsoft Excel and Word. Knowledge of Supply Chain Management in Government, Knowledge of Logistics Management, Knowledge of PFMA and PPPFA, Knowledge of National Treasury Regulations, Knowledge of Preferential Procurement Regulations 2017, Financial /Accounting skills, Problem solving skills, Analytical skills, Communication skills (verbal and written), Results orientated, good interpersonal work relationships, Customer orientated, display ability to lead a team, self-motivated.

**DUTIES** : The incumbent will be responsible for a wide variety of tasks within SCM, which includes but are not limited to the following: Implement and maintain logistics and inventory policies and frameworks: Guide and advice departmental employees on logistics and inventory management matters to promote correct implementation and sound logistics and inventory management practices. Review, undertake and implement the supply chain logistics and inventory framework and policies through research. Provide input in the design and development of logistics and inventory policies, processes and procedures. Provide input in the strategic and annual supply chain logistics and inventory. Coordinate and review the processing of requisitions for goods and services. Processing of requisitions for goods and services. Coordinate the placement of orders for goods and services. Place an order for the services in the case of a service required. Order and acquire goods if not a store item or the item is not in stock. Coordinate the safekeeping and distribution of goods: Monitor the process of receiving and checking goods, ensure that goods are captured on relevant registers, Return damaged incorrect and substandard goods, Monitor the process of issuing goods as required, Prepare and collate payment documents. Monitor the control of stock: Oversee the process of stock taking according to stock taking plan. Comparison of stock counted with official records. Identify outdated, unserviceable, redundant and obsolete stock. Prepare the identified stock for disposal. Develop proposals for the disposal method. Dispose according to approved method. Provide monthly SCM reports on procurement of goods and services: Coordinate and facilitate the monthly SCM reports on procurement of goods and services. Keep record of statistics required on government procurement goals. Provide reports for audit purposes to AGSA on request. Manage and development of staff. Manage the performance of the unit which involves coaching, mentoring, and take corrective action where required, develop performance standards and evaluates team and individuals. Monitor staff regarding human resource such as leave, recruitment and grievances. Compile the work plans for the section including the consolidation of operational plans into the directorate's overall work plan.

**ENQUIRIES APPLICATIONS** : Mr Ismael Radebe Tel No: 012 399 2299  
: It is mandatory to email your application (comprehensive CV and new Z83 signed) to [Recruit4@gpaa.gov.za](mailto:Recruit4@gpaa.gov.za) quoting the reference number in the subject heading of the email.

- NOTE** : Take note of the requirements regarding a new Z83 effective 1 January 2021 as per the DPSA regulations as well as all other requirements specified in the footer. Take note of Circular 19 of 2022 regarding the practice note on the Z83 application and completion thereof. The certification of all supporting documents will be expected of the shortlisted candidates only. Interviews 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. If you have not been contacted within six (6) months after the closing date of this advertisement, please accept that your application was unsuccessful. Note: The purpose of the posts is to facilitate and manage logistics and inventory services within the organisation. One permanent position of Assistant Manager: Logistics and Inventory is currently available at Supply Chain Management in GPAA.
- POST 27/42** : **BID ADJUDICATION COMMITTEE: SECRETARY REF NO: BACS/SCM/2022/07-1C**  
 Supply Chain Management  
 (12 months contract)  
 The purpose of the role is: To ensure the accurate compilation of bid submissions, to assist the Bid Adjudication Committee with administrative compliance and to take accurate minutes of the meeting proceedings.
- SALARY CENTRE REQUIREMENTS** : R321 543 per annum (Level 08), plus 37% in lieu of benefits (basic salary)  
 : Pretoria Head Office  
 : A recognized Bachelor's Degree/National Diploma qualification within the relevant field (Supply Chain Management, Finance related) as recognized by SAQA (at least 360 credits) combined with three years' experience within the Supply Chain Management environment with specific reference to BAC secretarial experience. Preference will be given to candidates with Bid Adjudication Committee experience. Computer literacy that would include a good working knowledge of Microsoft Office products. Knowledge and relevant experience in any procurement related software packages such as ACCPAC, SAP, BAS or LOGIS will be an added advantage, excellent knowledge of applicable legislation such as PFMA, Treasury Regulations, Broad Based Black Economic Empowerment Act, Preferential Procurement Policy Framework Act, Supply Chain Management Framework. In-depth knowledge of the code of conduct for Supply Chain Management Practitioners. Adherence to stipulations of the National Archives of South Africa Act, 1996 (Act No. 43 of 1996). Knowledge of Public Service Act, Policies and Regulations; Presentation skills; Analytical skills; Communication skills; Report writing skills; Problem solving skills; Planning and organising skills; Pro-active; Dead-line driven; Able to work independently; Ability to work under pressure; Integrity and honesty and customer oriented.
- DUTIES** : The incumbent will be responsible for a wide variety of tasks which includes, but not limited to the following: Record Bid Adjudication Committee proceedings and maintain records: Customize standard bid submissions. Assist with the administration of the bid adjudication process. File all related BAC records. Maintain mechanical and written records of proceedings (minutes). Arrange meeting venues and bookings for BAC sessions (logistical arrangements). Ensure compliance with National Treasury prescripts and related regulations and legislation. Facilitate the timeous publication of BAC packs and related documents on the BAC shared drive. Verify accuracy of submitted documents: Develop a BAC pack checklist; Assist evaluation teams with submissions for recommendation to the Bid Adjudication Committee (BAC); Develop and maintain BAC submission templates; Maintain accuracy and consistency of BAC resolutions; Manage BAC statistics regarding resolutions made; Manage matters arising on BAC minutes. Implement Bid Adjudication Committee resolutions: Draft BAC action plans and make proper follow-ups; trace and follow up memo's that need to be signed off; distribute e-mails and information that is relevant to BAC. Governance of meeting proceedings: Ensure that all BAC proceeding declarations are recorded; Check the quorum requirements of meeting proceedings; Ensure that all members are properly appointed before they assume duties; Co-ordinate compliance requirements in relation to urgent meetings and sessions.
- ENQUIRIES APPLICATIONS** : Mr Ismael Radebe Tel No: 012 399 2299  
 : It is mandatory to email your application (comprehensive CV and new Z83 signed) to [Recruit4@gpaa.gov.za](mailto:Recruit4@gpaa.gov.za) quoting the reference number in the subject heading of the email.
- NOTE** : Take note of the requirements regarding a new Z83 effective 1 January 2021 as per the DPSA regulations as well as all other requirements specified in the footer. Take note of Circular 19 of 2022 regarding the practice note on the Z83 application and

completion thereof. The certification of all supporting documents will be expected of the shortlisted candidates only. Interviews 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. If you have not been contacted within six (6) months after the closing date of this advertisement, please accept that your application was unsuccessful. Note: The purpose of the post is to ensure the accurate compilation of bid submissions, to assist the Bid Adjudication Committee with administrative compliance and to take accurate minutes of the meeting proceedings. One Bid Adjudication Committee Secretary position is currently available at GPAA. The post will be filled on a 12 months' contract.

**POST 27/43** : **PERSONAL ASSISTANT: OFFICE OF THE GM CRM REF NO: PA/GM CRM/2022/07-1P**  
Client Relationship Management

**SALARY CENTRE REQUIREMENTS** : R261 372 per annum (Level 07), (basic salary)  
: Pretoria

: An appropriate three-year National Diploma/Degree or equivalent three-year qualification (at least 360 credits) coupled with three (3) years' experience in rendering support services to senior management. Proven experience in compiling memos and minute taking. Knowledge and experience of the MS Office package, specifically relating to word processing, Outlook, PowerPoint and Excel. Knowledge of Office Administration. Knowledge of Public Service and departmental Prescripts and Legislations. Knowledge of Financial Administration (budgeting). Ability to conduct research and analyze documents and situations. Keep abreast with procedures and processes within the Office of the GM. Excellent verbal and written communication skills. Ability to communicate at all levels. Good telephone etiquette. Ability to act with tact and discretion. High level of reliability. Good interpersonal relations. Adhering to business ethics. Above average organising skills. Good grooming and presentable. Self-management and motivation skills.

**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 GM. Ensures the safekeeping of all documentation in the office of the GM 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 GM. Responds to enquiries received from internal and external stakeholders. Drafts documents as required. Does filing of documents for the GM where required. Collects, analyses and collates information requested by the GM. Clarifies instructions and notes on behalf of the GM. Ensures that travel arrangements are well coordinated. Prioritizes issues in the office of the GM. 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 GM. Obtains the necessary signatures on documents like procurement advices and monthly salary reports. Provides a secretarial/receptionist support service to the GM: Receives telephone calls and refers the calls to the correct role players if not meant for the GM. 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 GM. Utilizes discretion regarding meeting request - 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 GM regarding engagements. Compiles realistic schedules of appointments. Provides support to GM regarding meetings: Scrutinizes documents to determine actions/information/other documents required for meetings. Collects and compiles all necessary documents for the GM 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 GM as required. Coordinates logistical arrangements for meetings when required. Support the GM with the administration of the Accounting Officer/ GM's budget: Collects and coordinates all documents that relate to GM's budget. Assists GM in determining funding requirements for purposes of MTEF submissions. Keeps record of expenditure commitments, monitors expenditure and alerts GM 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 GM and compiles draft memos for this purpose. Compares the MTEF allocation with the requested budget and informs the GM 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 Geraldine Turner on Tel No: 084 093 5765 or Felicia Mahlaba on Tel No: 012 3191455

**NOTE**

: It is mandatory to email your application (comprehensive CV and new Z83 signed) to [gpaateam@fempower.co.za](mailto:gpaateam@fempower.co.za) quoting the reference number in the subject heading of the email. Take note of the requirements regarding a new Z83 effective 1 January 2021 as per the DPSA regulations as well as all other requirements specified in the footer. Take note of Circular 19 of 2022 regarding the practice note on the Z83 application and completion thereof. The certification of all supporting documents will be expected of the shortlisted candidates only. Interviews 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. 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 purpose of the role is: to render a secretarial support service to the office of the GM: CRM. One permanent position for Personal Assistant is currently available at the Government Pensions Administration Agency: Office of the General Manager CRM.

**POST 27/44**

: **STATE ACCOUNTANT: ACCOUNTS PAYABLE REF NO: SA/ACCP/2022/07-2C**  
Finance: Accounts Payable  
The purpose of the posts is to administer and process accounts payable transactions for GPAA.

**SALARY  
CENTRE  
REQUIREMENTS**

: R261 372 per annum (Level 07) (basic salary), plus 37% in lieu of benefits  
: Pretoria Head Office  
: A three (3) year finance related degree or national diploma (at least 360 credits); and at least two (2) years' experience in the Financial Accounting environment; Exposure in the administration of Accounts Payable or Creditors will receive preference; Computer literacy that would include a good working knowledge of Microsoft Office products, especially Microsoft Excel and Word; Knowledge of Sage 300 ERP will be advantageous; Knowledge of Financial accounting; Knowledge of General Ledger bookkeeping; Knowledge of PFMA; Understanding of Government Employees Pension Act, Rules and Legislations; Knowledge of Financial Accounting, Knowledge of General ledger bookkeeping; Analytical skills; Customer relations skills; Problem solving skills; Communication skills; Ability to work under pressure; Ability to work accurately, Ability to work within a team and independently; Hard working; Attention to detail; Honesty and Integrity.

**DUTIES**

: The incumbents of this position will be responsible for a wide variety of financial administrative tasks which includes the following, but not limited to: Provide administrative support on the effective processing of accounts payable transaction: Undertake the administration of supplier invoices; Ensure the safekeeping of all transactions, supporting documentation, files and data for audit purposes in accordance with prescripts; Ensure that through effective control processes accounts are paid timeously (within 30 days of invoice receipt); Capture all supplier invoices, credit notes and debit notes; Ensure that all payments are authorized by the delegated authorities prior to payment; Execute all queries emanating from suppliers promptly; Review that all supporting documents are attached and payments are authorized; Ensure that all invoice batches are set ready post; Assist in the provision of inputs on the accruals at financial year end; Oversee the resolution of audit queries; Receipting of goods and services delivered; Create and distribute payment authority for authorization; Recording of invoices in the register; Review and verify invoice batches and credit notes captured on the system; Handle all enquiries on accounts payable; Ensure comparison of age analysis and the authorized creditors reconciliation; Reconcile the age analysis and the payment register; Create payment batch; Provide inputs for the quarterly report on payment of invoices (i.e. 30 days target as per PFMA); Provide inputs for maintenance of prior year invoices not accounted in those financial years. Undertake reconciliation of creditors accounts: Print suppliers age analysis on the system; Create adjustments to suppliers accounts on the system; Reconcile supplier statement and the records on the system for all GEPF/GPAA suppliers before a payment is made; Reconciliation of suppliers statements and the records on the system for all suppliers on a monthly basis; Follow up on outstanding invoices; Clear unallocated payments on supplier statements; Engage suppliers and business units on disputed invoices. Administer Petty cash: Handle the issuing of petty cash; Ensure

reconciliation of petty cash reimbursement; Assist in the administration of petty cash of the regional offices. Provide administrative support to the unit: Perform office administrative activities; Organise office logistical matters; File office correspondence, documents and reports; Draft and type standard correspondence and documents; Completion of forms and documents relevant to the office; Order stationery and equipment for the section.

**ENQUIRIES** : Ms Alletah Mashiane Tel No: 012 319 1218  
**APPLICATIONS** : It is mandatory to email your application (comprehensive CV and new Z83 signed) to [Recruit3@gpaa.gov.za](mailto:Recruit3@gpaa.gov.za) quoting the reference number in the subject heading of the email.

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**POST 27/45** : **ADMINISTRATORS: TRACING (TRACING AGENTS) - EASTERN CAPE**  
Finance: Unclaimed Benefits  
(12 months contract)  
The purpose of the posts assist in the tracing of beneficiaries to enable the processing of unclaimed and unpaid benefits for GPAA.

**SALARY** : R211 713 per annum (Level 06), plus 37% in lieu of benefits  
**CENTRE** : Bisho, Mthatha and Port Elizabeth  
Ref No: Ta/Ec/Bisho/2022/07-1c) For Bisho  
Ref No: Ta/Ec/Umthatha/2022/07-1c) For Umthatha  
Ref No: Ta/Ec/Pe/2022/07-1c) For Port Elizabeth

**REQUIREMENTS** : An appropriate three-year tertiary qualification/degree/national diploma (at least 360 credits) (Finance related) with 18 months proven experience in accounting/financial management of which at least 6 months should be in Tracing OR A Senior Certificate/Grade 12 coupled with 3 years appropriate proven experience in accounting/financial management field of which 6 months should be in Tracing. Computer literacy that would include a good working knowledge of Microsoft Office products, especially Microsoft Excel and Word; Geographical knowledge of the area applying for is essential; Proficiency in English is a requirement and the ability to speak any of the other official languages in the province (applying for) will be essential (Xhosa); The applications of individuals currently residing in the geographical area (town/city) of the Eastern Cape applying for, may receive preference (note that proof of residence may be requested when shortlisted); A Valid drivers' license will be an advantage; Knowledge of PFMA; Knowledge of Public Service Act (PSA); Integrity; Analytical skills; Customer orientation; Ability to prioritize; Time management skills; Effective communication skills (written and verbal); Ability to work in a team; Problem solving skills; Deadline driven.

**DUTIES** : The incumbents of this position will be responsible for a wide variety of financial administrative tasks which includes the following, but not limited to: Trace beneficiaries: Find contact details on ITC and other platforms in order to identify members and beneficiaries for unclaimed benefits; Contact potential candidates, confirming their personal particulars, in order to validate their status as beneficiaries; Engage government departments and other community platforms to trace beneficiaries and members on unclaimed benefits list; Rectify errors by updating the system with the correct information provided by the clients; Send unclaimed benefit cases and documents successfully traced to Pretoria Head Office tracing division. Prepare cases for processing: Provide administrative support by collating the documentation required to process cases not traced to unclaimed benefits; Check the system against documentation provided in order to avoid issues with processing; Send death benefit form to client in accordance with benefit to which he/she is entitled; Capture accurate information onto database with respect to beneficiaries eligible for re-issues based on documentation provided. Verify cases: Perform data integrity checks, following standard processes; Generate weekly and monthly unclaimed

- benefit reports, reflecting the status of cases for the attention of the Assistant Manager and the Outbound Call Centre Agent.
- ENQUIRIES** : Ms Alletah Mashiane Tel No: 012 319 1218
- APPLICATIONS** : It is mandatory to email your application (comprehensive CV and new Z83 signed) to [Recruit3@gpaa.gov.za](mailto:Recruit3@gpaa.gov.za) quoting the reference number in the subject heading of the email.
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- POST 27/46** : **CUSTOMER SERVICE AGENT REF NO: CSA/KZN/2022-07-6C**  
Client Services  
(12 months contract)  
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** : R211 713 per annum (Level 06) (basic salary), plus 37% in lieu of benefits  
**CENTRE** : KZN Regional Office (Deployed/Based In Pietermaritzburg and Durban)  
**REQUIREMENTS** : An appropriate three-year tertiary qualification (at least 360 credits) with 18 months proven experience in the processing (administration) of life insurance/employee benefits or client relationship management/client care preferably within Employee Benefits, Life or other Insurance, Medical Aid environments or similar financial institutions or A Grade 12 Certificate/Senior Certificate (Matric) with three years proven experience in the processing (administration) of life insurance/employee benefits or client relationship management/client care preferably within Employee Benefits, Life or other Insurance, Medical Aid environments or similar financial institutions. 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. The applications of individuals currently residing in the Province or adjacent areas applying for may receive preference (KZN). Knowledge of Employee Benefits. Knowledge of Client Relations Management. Geographical knowledge of the Province applying for. Excellent problem-solving skills. Good presentation skills. Above average communications skills, both verbal and written with the 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 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.
- ENQUIRIES** : Ms Mapule Mahlangu Tel No: 012 399 2639



- APPLICATIONS** : It is mandatory to email your application (comprehensive CV and new Z83 signed) to [Recruit2@gpaa.gov.za](mailto:Recruit2@gpaa.gov.za) quoting the reference number in the subject heading of the email.
- NOTE** : Take note of the requirements regarding a new Z83 effective 1 January 2021 as per the DPSA regulations as well as all other requirements specified in the footer. Take note of Circular 19 of 2022 regarding the practice note on the Z83 application and completion thereof. The certification of all supporting documents will be expected of the shortlisted candidates only. Interviews 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. 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 purpose of the role is: To provide administrative functions and to resolve queries and complaints on first contact within the Clients Relationship Management environment. Various CSA contract positions are available in KZN Province to be deployed in Durban and Pietermaritzburg respectively on a 12 months' contract.
- POST 27/47** : **EB PROCESSOR (EB ADMINISTRATOR) – BENEFITS APPLICATION PROCESSING REF NO: PBAP/EB-OPS/2022/07-VARIOUS-C**  
 EB Operations  
 (12 months contract)  
 The purpose of the roles are to provide administrative support for the processing and payments of claims.
- SALARY CENTRE** : R211 713 per annum (Level 06) (basic salary), plus 37% in lieu of benefits  
 Pretoria Head Office (Deployed In Withdrawals, Pensioner Maintenance and Special Projects)
- REQUIREMENTS** : An appropriate three (3) year tertiary qualification at least 360 credits (preferably in administration/finance) with 18 months proven experience in the administration/processing of Retirement fund/Employee Benefits or Senior Certificate (ideally with either Mathematics or Accounting as a passed subject) with 3 years proven experience in administration/processing of Retirement fund/Employee Benefits. Experience of the MS Office package, with particular focus on MS Excel. Preference may be given to candidates with experience and exposure to the Withdrawals, Special Projects and Pensioner Maintenance environments within the last 12 months. Knowledge of standards and procedures of claims processing. Knowledge of HR matters. Policy formulation. Stakeholder management. Analytical thinking. Financial management. Good communication skills. Attention to detail. Customer orientation. Creative thinking. Negotiation skills. Logical thinking. Production driven.
- DUTIES** : The successful incumbent will be responsible for a wide variety of tasks which include the following but not limited to: Process Claims: Review applications/claims received for various types of exits or claims. Check that all supporting documentation is attached as per the requirements of the specific claim. Evaluate the member records reflected in the documentation and update accordingly to ensure accurate information is reflected. Request member's information for inclusion in the benefits application form, where missing information is identified. Process payment of claims. Review the initial payment, based on a review of the particulars of the case. Reconcile purchase of service figures, checking that all outstanding service has been calculated correctly for payments. Upload supporting documentation for benefit payments, ensuring accuracy. Checking whether beneficiaries indicated qualify as dependents according to set criteria, for instructions for payments. Review the calculation against the information available on the member records, confirming whether correct or supplying reasons for rejection. Review the summary of rejected applications/claims; identifying reasons for rejection based on rules of the various Funds/schemes. Route the rejected applications/claims – in terms of the standard procedure. Ensure that all exceptions (where applicable) related to death distributions, service period recognition verification, fraud and risk issues, contribution adjustments, benefit distribution verification, payment reversals, unclaimed benefits, standard legal issues and the updating of banking details have been resolved in accordance with the relevant policies and procedures. Check that all documentation required for payment is attached and that the correct benefit is being paid to the member, based on established criteria. Review the benefit application form and validate the content. Initiate the payment instruction.
- ENQUIRIES** : Felicia Mahlaba on Tel No: 012 319 1455

**APPLICATIONS**

: It is mandatory to email your application (comprehensive CV and new Z83 signed) to [Recruit1@gpaa.gov.za](mailto:Recruit1@gpaa.gov.za) quoting the reference number in the subject heading of the email.

**NOTE**

: Take note of the requirements regarding a new Z83 effective 1 January 2021 as per the DPSA regulations as well as all other requirements specified in the footer. Take note of Circular 19 of 2022 regarding the practice note on the Z83 application and completion thereof. The certification of all supporting documents will be expected of the shortlisted candidates only. Interviews 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. 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 purpose of the roles is to provide administrative support for the processing and payments of pension claims. Various EB Processor contract positions are available in Pretoria Head Office to be deployed across Withdrawals, Special Projects and Pensioner Maintenance units respectively, on a 12 months' contract.