

GOVERNMENT PENSIONS ADMINISTRATION AGENCY (GPAA)



CLOSING DATE
NOTE

: 26 May 2023 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 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. 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> 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). When applying through the online system, applicants are required to attach copies of all qualifications including National Senior Certificate/Matric certificate/equivalent/ID, etc., however, these documents need not be certified at the point of application, but certification will be required prior to attending the interview. 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 (when shortlisted). 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. 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 16/50** : **DEPUTY DIRECTOR: SUPPLY CHAIN MANAGEMENT - CONTRACT MANAGEMENT REF NO: DD/CM/SCM/2023/05-1P**
Supply Chain Management
- SALARY** : R811 560 per annum (Level 11), (all-inclusive package)
CENTRE : Head Office Pretoria
REQUIREMENTS : A recognized and relevant three-year National Diploma/B Degree (at least 360 credits) or equivalent three-year qualification (at least 360 credits) in Supply Chain Management or Legal or related field. Six (6) years appropriate proven experience in Supply Chain Management of which three (3) years was at a managerial/supervisory level (ASD). Candidates with exposure in Contract management will receive preference. Computer literacy that includes a good working knowledge of Microsoft Office products, especially Microsoft Excel and Word. Knowledge of Employee benefits. Knowledge of Financial Management. Knowledge of Public Finance Management Act, PPR 2022 and Treasury Regulations. Knowledge of GEPF services and products. Knowledge of relevant Legal requirements, particularly BCEA and GPAA Policies and procedures, including Public Service Act. Knowledge of Project Management. Knowledge of Supply Chain Management Processes. Knowledge of Strategic Planning. Analytical skills. Strong leadership and managerial skills. Financial skills. Planning and Organizing skills. Decision making and problem-solving skills. Communications skills (verbal and written). Motivating 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 and honesty. Quality and results orientated.
- DUTIES** : The incumbent will be responsible for a wide variety of tasks within SCM, which includes but are not limited to the following: Manage the functional operation of the Sub directorate: Supply Chain Contract Management. Manage, undertake, and review the monitoring, analyses, and determination of actions to ensure proper contract administration. Administer variations to contracts. Evaluate applications for price adjustments and invoke penalty clauses. Evaluate applications for variations, amendments and cancelations and develop proposals for approval. Undertake dispute resolution and ensure that all documentation is prepared and available to resolve disputes. Maintain proper relationship with suppliers within the code of ethics to ensure delivery off goods/services. Manage the coordination, review and monitoring of contract compliance by: Determining whether product/services are delivered at the right time, of the right quantity, right products, right place, right conditions, right quality and right price according to the contract. Manage the Sub Directorate: Supply Chain Contract Management and undertake all administrative functions required with regards to financial and HR administration: Maintenance of discipline. Management of performance and development. Undertake Human Resource and other related administrative functions. Establish, implement and maintain efficient and effective communication arrangements. Develop and manage the operational plan of the sub-directorate and report on progress as required. Develop implement and maintain processes to ensure proper control of work. Compile and submit all required administrative reports. Serve on transverse task teams as required. Procurement and asset management for the sub directorate. Plan and allocate work. Quality control of work delivered by employees.
- ENQUIRIES** : Miss Zamashandu Mbatha Tel No: 011 884 8010; Email: zamashandu@afrizan.co.za
- APPLICATIONS** : It is mandatory to email your application (comprehensive CV and new Z83 signed) to applicationsgpaa@afrizan.co.za quoting the reference number in the subject heading of the email.
- NOTE** : The purpose of the role is to manage the sub-directorate: contract management, to develop, review, and implement a contract administration service through the monitoring, reporting, and execution of amendments, additions, adjustments, variations, and addenda to contracts. One permanent position of Deputy Director: SCM (Contract Management) is currently available at Supply Chain Management in GPAA.

- POST 16/51** : **CALL CENTRE AGENTS REF NO: CCA/CRM/2023/05-07C**
 Client Relationship Management
 (24 months contracts)
- SALARY** : R241 485 per annum (Level 06), (basic salary), plus 37% in lieu of benefits
CENTRE : Pretoria (Trevenna Office)
REQUIREMENTS : An appropriate three-year tertiary qualification (at least 360 credits) with 18 months proven experience in handling life insurance/employee benefits or client relationship management/client care enquiries in a Call Centre OR A Grade 12 Certificate/Senior Certificate (Matric)/equivalent qualification with three (3) years proven experience in handling life insurance/employee benefits or client relationship management/client care enquiries in a Call Centre. Computer literacy that would include a good working knowledge of Microsoft Office products. Knowledge of the Public Service Act. Knowledge of Principles of the GEP Law. Knowledge of Employee Benefits. Knowledge of Microsoft Office products (Computer Literacy). Excellent communications skills, both verbal and written. Excellent problem solving skills. Time management skills. Ability to communicate with clients. Ability to work in a team. Self-management (ability to work independently).
- DUTIES** : 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.
- ENQUIRIES** : Mxolisi Makhasana Tel No: 011 941 1953
APPLICATIONS : It is mandatory to email your application (comprehensive CV and new Z83 signed) to recruit3@phakipersonnel.co.za quoting the reference number in the subject heading of the email.
- NOTE** : The purpose of the role is: To provide professional call centre and enquiry resolution services to all stakeholders and customers of GPAA. Seven contract positions are available at GPAA Call Centre on 24 months contract based at Trevenna Pretoria.