



### **INTERNAL/EXTERNAL ADVERT**

The Office of the Pension Funds Adjudicator (OPFA) is established in terms of section 30B of the Pension Funds Act, 24 of 1956. Our mandate is to dispose of pension fund complaints lodged in terms of the Act in a procedurally fair, economical, and expeditious manner.

**Position** : **Case Officer (x2)**  
**Position status** : **Permanent**  
**Reporting line** : **Case Management Team Leader**  
**Position location** : **Pretoria, Ashlea Gardens**

#### **Qualifications and Experience:**

- Law Degree i.e. BCom Law, BA Law or LLB (Bachelor of Laws).
- Certificate in Pension Funds law (Added advantage).
- Three years' experience in administrative function.
- Previous work experience in the financial sector (Added advantage).

**Candidates that do not meet any of the aforesaid requirements will not be considered and therefore need not apply.**

#### **Minimum Requirements and Key Competencies:**

- Computer Literacy (MS Word, Excel, Ms Outlook).
- Communication skills, listening skills (verbal and written).
- Self-motivated.
- Planning and organising.
- Resilience.
- Ability to analyse, interpret, solve problems and making of legal arguments to reach a conclusion.
- Good writing skills with the ability to express complex concepts.
- Ability to make investigative decisions in the resolution of complaints.

**Responsibilities:**

- Ensure that the parties to a complaint are properly identified.
- Send out properly drafted correspondence.
- Send out requests for information from the identified parties to a complaint.
- Ensure that proof of service is obtained and kept on file for record purposes.
- Receive documents from the parties to a complaint for assessment and instruction.
- Implement instructions received from the Team Leader.
- Bring requests from parties to the attention of the Team Leader for guidance as soon as is received.
- Engage with parties to a complaint in relation to the administrative aspects of the file/investigation.
- Prepare draft letters based on research and direction given by the Team Leader.
- Send reply letters to the complainant.
- Request confirmation of settlement from the parties.
- Peruse responses from parties and advise the Team Leader if further information is required.
- Follow up on undertakings to respond.
- Request all necessary investigation reports.
- Maintain record of all files allocated to them.
- Maintain all correspondence relating to a complaint together including telephone calls, emails, etc.
- Submit weekly and monthly statistics to the Team Leader.

**Behavioural Attributes:**

The potential suitable candidate must be a strategic and creative thinker, passionate about service delivery, be able to thrive under pressure. The candidate must be able to display compassion towards members of the public and complainants and have an open-door policy. Energetic, outcomes and deadlines driven attributes are essential. An influential teamplayer, great communicator, with high levels of integrity and professionalism.

**Remuneration:** OPFA offers market related remuneration commensurate to the successful candidate's skills and experience.

**Interested persons may submit applications, inclusive of academic qualifications and CV to [careers@pfa.org.za](mailto:careers@pfa.org.za). Closing date for applications is 20 August 2023.**

**The OPFA reserves the right not to make an appointment. If you do not receive any response within a month of the closing date, please accept that your application has been unsuccessful. Regret correspondence will only be sent to interviewed candidates.**

The OPFA is an equal opportunity employer and as such, preference will be given to candidates from the designated groups in line with the organisation's employment equity plan. **Persons living with disability are highly encouraged to apply.**

**By completing your details and submitting your application, you consent to OPFA processing your personal information.**