



## **INTERNAL/EXTERNAL ADVERT**

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

### **ADMINISTRATIVE ASSISTANT**

**Pretoria Office, Ashlea Gardens**

**Remuneration: *The position offers a Market related salary***

The Office of the Pension Funds Adjudicator (OPFA) is seeking to appoint a candidate who is results-driven, passionate about service delivery, thrives under pressure, respect deadlines and a team player with high levels of professionalism.

#### **Minimum requirements and key competencies:**

- Relevant qualification in Office Administration
- 3 years relevant work experience
- Experience in the Financial Services Sector and/or Pension Funds industry will be an added advantage
- Administrative skills
- Planning and organising skills
- Time management
- Ability to prioritise tasks
- Take initiative of personal development
- Team player
- Ability to work under pressure
- Excellent verbal and written communication skills
- Computer Literacy (MS Word, Excel, Ms Outlook)

**Responsibilities:**

- Ensure that the parties to a complaint are properly identified.
- Send out properly written correspondence; dates, addressees, title etc.
- Send out correspondence requesting information from the identified parties to a complaint, to the correct addresses.
- Ensure that proof of service is obtained and kept on file for record purposes.
- Implement instructions from the Team Leader.
- Bring requests from parties to the attention of the Team Leader for guidance as soon as received.
- Engage with parties to a complaint in relation to the administrative aspects of the file/investigation.
- Prepare draft letters based on research and directions given by the Team leader.
- Request for reply letters from the complainant.
- Request for confirmation of settlements from the parties.
- Peruse responses from parties and advice the Team leader if further information is required.
- Follow up on undertakings to respond.
- Request all necessary investigation reports.
- Ensure that due dates are met daily.

***Interested persons should apply in writing by submitting their application, inclusive of letter of motivation, CV, recently certified copies of qualifications and ID, to [careers@pfa.org.za](mailto:careers@pfa.org.za). People with disability are encouraged to apply. Closing date for applications is 23 January 2021.***

***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.***