



INTERNAL / EXTERNAL ADVERT
CASE OFFICER (2 positions)

The Office of the Pension Funds Adjudicator (OPFA) is a statutory body established in terms of the Pension Funds Act, 24 of 1956 to investigate complaints referred to it in terms of the Act. The OPFA is based in Ashlea Gardens in Pretoria.

The OPFA seeks to appoint **Case Officers** to investigate and resolve complaints. If you are results-driven, passionate about service delivery, able to work under pressure to meet deadlines, a team player with high levels of professionalism, you are invited to apply.

The individuals will be responsible for the following:

- 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.
- Receive documents from the parties to a complaint for assessment and instruction.
- Implement instruction from 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 direction given by the Team Leader.
- Request for reply letters from complainant.
- Request confirmation of settlement 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.
- Keep record of all files allocated to them.
- Keep all correspondence relating to a complaint together including telephone calls, emails, etc.
- Submit weekly and monthly statistics to the team leader.

Qualifications and Experience

- Appropriate Bachelor's degree
- Certificate in Pension Funds law (Added advantage)
- Three years' experience in Administrative function
- Previous work experience in the Financial Service Industry (Added advantage)

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.

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. Closing date for applications is 26 July 2019.

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