



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.

### **CASE OFFICER**

- **Pretoria Office, Ashlea Gardens**

**Remuneration:** *The position offers a salary package commensurate with experience*

The Office of the Pension Funds Adjudicator (OPFA) is seeking to appoint a Case Officer to investigate and resolve complaints.

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

- 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)
- 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 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 advise 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.

***Interested persons should apply by submitting their Curriculum Vitae to [Careers@pfa.org.za](mailto:Careers@pfa.org.za).***

***Closing date for applications is 24 August 2018.***

***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.***