



### **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 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 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, respects deadlines and a team player with high levels of professionalism.

**The individual will be responsible for the following:**

- 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.

### **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 sector (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](mailto:careers@pfa.org.za). People with disability are encouraged to apply. Closing date for applications is 29 September 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.***