



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 X 2

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 results-driven, passionate about service delivery, thrives under pressure, respects deadlines and a team player with high levels of professionalism.

Minimum requirements and key competencies:

- Appropriate Bachelor's degree
- At least two years' experience in an Administrative function
- Certificate in Pension Funds law (Added advantage)
- Previous work experience in the Financial Services industry (Added advantage)
- Good verbal and written communication skills with the ability to express complex concepts
- Analytical skills
- Team player

Responsibilities:

- Ensure that the parties to a complaint are properly identified.
- Send out properly written correspondence, dates, addresses, title etc.
- Send out correspondence requesting information from the identified parties to a complaint and ensure sent to 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

Closing date for applications is 05 December 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.