



DATA CAPTURER X1

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 a **Data Capturer** to capture all new complaints on the Respond system accurately and timeously

The individual will be responsible for the following:

- Capturing of new complaints on the Respond system within 24 hours of receipt
- Ensure that the parties to a complaint are properly identified
- Generate case numbers for new complaints
- Implement instructions from the Team Leader
- Assist with administrative tasks as required by the Team Leader
- Check for accuracy of data and follow up with appropriate sources if necessary
- Obtain guidance and support from the Team Leader in case of uncertainty about the accuracy and completeness of data entry
- Keep a record of all new complaints received
- Keep all correspondence to a complaint filed together and properly identified
- Record all telephone and e-mail correspondence with parties on Respond system
- Submit weekly and monthly statistics to the team leader

Qualifications and Experience

- Matric
- Certificate in Pension Funds Law (Added advantage)
- 2 years' experience in an administrative function
- Previous data capturing experience ideally in financial services environment (Added advantage)

Key competencies

- Computer Literacy (MS Word, Excel, Ms Outlook)
- Communication skills (Verbal and Written)
- Listening skills
- Self-motivated
- Planning and organizing
- Resilience

Interested persons should apply in writing by submitting their curriculum vitae to careers@pfa.org.za

Closing date for applications is 13 March 2015.

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 candidates who were interviewed.