



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.

Receptionist

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, excellent communication skills and a team player with high levels of professionalism.

Minimum requirements and key competencies:

- Grade 12
- Relevant post-matric qualification (Added advantage)
- At least 2 years' experience in a customer service environment
- Previous experience as a Receptionist (Added advantage)
- Telephone operator skills
- Good verbal and written skills (verbal and written)
- Interpersonal skills
- Team player
- Computer Literacy
- Administrative skills

Responsibilities:

- Meet and greet all walk-in clients in a professional manner.
- Answer routine questions and determine the client needs in order to direct them to the appropriate contact person.
- Inform the Line Manager immediately if any issues arise at the front desk including irate clients or potential security threats.
- Receive and screen telephone calls in order to direct/transfer the callers to the appropriate person.
- Record and relay messages for others who are attending to clients, currently unavailable or absent.
- Ensure that the reception area is clean and presentable at all times. Escalate any problems with furniture and/or signage in the reception area to the Line Manager for resolution.
- Fax, photocopy and general filing on request of the Line Manager.
- Assist the Line Manager with the preparation of documents for archiving.
- Attend to Line Manager requests for other general tasks.

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.