



EXTERNAL ADVERT

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 task

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. People with disability are encouraged to apply. Closing date for applications is 10 June 2020

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.