

# Are you smart? Professional? Efficient? Effective? Passionate about your work?

The Government Pensions Administration Agency (GPAA) is a government component which reports to the Minister of Finance and administers funds and schemes on behalf of the Government Employees Pension Fund (GEPF), the largest pension fund in Africa. It thus administers the pension affairs of approximately 1,7 million government employees and those of pensioners, spouses and dependants.

To meet the needs of our changing client base, the GPAA is modernising. In order for this modernisation to be effective, we are looking to bring bright and enthusiastic professionals from all disciplines of life, who are interested in contributing towards positive change, into our fold. If this is you, please apply for the post detailed below:



## CUSTOMER SERVICE AGENT: MOBILE MAFIKENG CLIENT SERVICES, NORTH WEST REGIONAL OFFICE

(Ref. CSA/MB/NW/2016/04-1C)

**Remuneration: R171 069 per annum (basic salary) plus 37% in lieu of benefits  
24-month contract**

One Customer Service Agent Position is currently available at the Government Pensions Administration Agency at North West Region. The position will be filled as a 24 months contract position

The purpose of the role is: To provide administrative functions and to resolve queries and complaints on first contact within the Clients Relationship Management environment

### KEY RESULT AREAS:

#### Provide quality customer service within CRM

- Handle all face to face enquiries received effectively
- Follow up and finalize enquiries referred to other business units, within the agreed time frames
- Respond to emails, web queries, posted queries/courier services, faxes within allocated time frame
- Update on all the relevant GPAA systems

#### Provide data inputs in the compilation of the reports

- Report any issues/make recommendations with regards to ongoing service improvements and maintain a high level of client care
- Compile and submit daily production statistics to the supervisor
- Check and update consolidated/escalation lists to the supervisor

#### Provide Client liaison services within the office

- Respond to escalated queries within allocated time frame
- Interact with other departments with outstanding queries
- Relationship management on any changes happening in the various sections
- Provide/ request feedback to various clients and stakeholders
- Follow-up with business units and provide feedback to clients until cases are finalized

- Effective and efficient administration of documents received
- Provide administrative support at outreach initiatives

### REQUIREMENTS:

- An appropriate three year tertiary qualification with 18 months proven experience in life insurance/employee benefit processing client relationship management/client care OR
- A Grade 12 Certificate/Senior Certificate (Matric) with three years proven experience in the life insurance/employee benefit processing environment/client relationship management/client care
- Valid driver's license (of at least one year old)
- Proficiency in English is a requirement and the ability to speak any of the indigenous languages spoken in the Province namely Tswana

### COMPETENCIES AND KNOWLEDGE:

- Knowledge of employee benefits will be an advantage
- Geographical knowledge of the Province
- Knowledge of GEPF products and services will be an advantage.
- Computer literacy that would include a good working knowledge of Microsoft Office products.
- Excellent problem solving skills
- Excellent communications skills, both verbal and written.
- Customer centric focus and the ability to build strong network relationships
- Detail orientation (accuracy)
- Analytical
- Time management skills
- Self-management – being able to work independently

**Please note: The applications of individuals currently residing in the Province of choice will receive preference.**

**PLEASE NOTE: Please forward your application, quoting the relevant reference number (on application and envelope) for the attention of Ms Thenjiwe Gasa, Government Pensions Administration Agency, 34 Hamilton street, Arcadia, Pretoria, or Office no 4/17 Mega City Mmabatho before 12h00 noon on the closing date. For enquiries, please contact Ms Gasa at Tel no 012 319 1304.**

**Closing date: 23 May 2016 before 12h00 noon. No faxed/e-mailed or late application will be accepted.**

**Requirements of Applications:** Must be submitted on form Z83, obtainable from any Public service Department or on the internet at <http://www.gpaa.gov.za> (originally signed). Must be accompanied by a comprehensive CV with original certified copies of all qualifications (including matriculation), ID and drivers license, if a prerequisite (copies of certified documents will not be accepted). Certified documents should not be older than three months. Applications that do not meet the above requirements will be deemed unsuccessful.

**Candidates must agree to the following:** Giving permission to be subjected to a personnel suitability check (criminal record check, citizenship verification, financial/assets record check, qualification/study verification and previous employment verification). Successful candidates may also be subjected to a skills and knowledge test, if applicable and a security clearance may be conducted. It is the applicant's responsibility to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA). GPAA reserves the right not to fill the advertised position. If you have not been contacted within three months of the closing date of this advertisement, please accept that your application was unsuccessful. Correspondence will be limited to short-listed candidates only. It is intended to promote representivity through the filling of this post and the candidature of person whose promotion/appointment will promote representivity will receive preference.



the gpaa

Department:  
Government Pensions Administration Agency  
REPUBLIC OF SOUTH AFRICA