

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 National Treasury and 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:



ONE PERMANENT POSITION OF CHIEF DIRECTOR: CLIENT RELATIONS MANAGEMENT IS CURRENTLY AVAILABLE WITHIN THE CLIENT RELATIONS MANAGEMENT UNIT AT THE GPAA

CHIEF DIRECTOR: CLIENT RELATIONS MANAGEMENT

CLIENT RELATIONS MANAGEMENT ● HEAD OFFICE (PRETORIA)

Ref: CHI-DIRE/CRM/2026/01-1P

ALL-INCLUSIVE PACKAGE: R1 494 900 – R1 787 328 P.A. - LEVEL 14 (PERMANENT)

ROLE PURPOSE: Ensure customer satisfaction and build sustainable business relationships, by providing an effective and efficient interface between the GEPF and NTs' members, pensioners, employers and Government.

KEY RESULT AREAS:

The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following:

Ensure the implementation of the Client Service Strategy:

- Develop, implement and monitor achievement of an effective strategic plan
- Facilitate development, implementation and maintenance of Program policies, procedures, and processes, in accordance with best practice
- Negotiate and monitor error management, SLA monitoring, SLA implementation and reporting
- Develop an effective medium term expenditure framework (MTEF) and medium-term strategy framework (MTSF) operating strategy for the Program
- Analyse Program trends and prepare management reports
- Conduct benchmarks on new developments in practices to improve the effectiveness and efficiency of the organisation
- Oversee the provision of best practice regarding Program functions to all stakeholders.
- Develop a management effectiveness and leadership strategy
- Engage in strategic relationships with relevant stakeholders to serve the interest of the organisation
- Assess the provision of Program support and provide advice to line managers to ensure that they are fully equipped to deal with risk related matters
- Drive a culture of compliance with GPAA line managers and staff to ensure greater awareness of Program policies and procedures
- Monitor compliance with relevant legislation throughout all Program functions
- Analyse service delivery gaps, challenges and implement remedial action strategies
- Oversee quality of service provided to internal and external customers / clients / stakeholders
- Represent the Program at all relevant committees and forums
- Proactive identification of risks and mitigation thereof
- Oversee the analysis of trends and forecasting
- Undertake CRM management reporting.

Ensure management of regional employer, client and stakeholder interactions:

- Ensure fixed and mobile points of access for employers, clients and stakeholders.
- Build and maintain regional stakeholder relations
- Manage the actioning the necessary interventions to improve service levels and payment turnaround times
- Ensure the effective resolution of queries and complaints management
- Ensure the process to receive documents and verify if they are correctly filled
- Ensure the process of scanning and indexing all incoming documents
- Ensure outreach education on benefits administered by the GPAA.

Manage client contact and ensure that a good experience is created:

- Ensure management of inbound and outbound call centre services for the Department.
- Provide a single point of contact to the employer community to enable responsive, efficient and effective service delivery by EB Operations and CRM
- Ensure quality assurance of calls of agent services and provide advice and measures to improve service.

Manage all the resources in the Program:

- Ensure the development and management of staff within the Program
- Implement and maintain a relevant management approach to support effective business results within the Program.
- Develop and sustain a culture of high performance, professionalism and integrity to support overall quality of service delivery
- Ensure control of budgeting and expenditure process in-line with strategic objectives and relevant legislation
- Ensure the effective utilisation of all other resources (including IS, Assets, Infrastructure, etc) within the Program
- Ensure projects within the Program are defined and implemented.

QUALIFICATIONS AND EXPERIENCE:

- A relevant degree / BTech in Finance / Business Administration / Management / Public Administration (NQF Level 7) or equivalent qualification with 5 years' experience at senior management level, preferably in financial services, especially Employee Benefits, Pension Fund and Retirement Benefits Administration
- Proven track record as a business unit leader
- Computer literacy which includes a good working knowledge of Microsoft Office products (Word, Excel and PowerPoint).

KNOWLEDGE AND COMPETENCIES:

- Knowledge of Benefits Administration
- Knowledge of relevant legislative requirements and GPAA policies and procedures
- Knowledge of pension fund regulations and rules
- Knowledge of industry
- Knowledge of compliance management
- Knowledge of customer relationship management (Channel Management)
- Knowledge of programme and project management
- Knowledge of relevant systems
- Service delivery innovation skills
- Programme and project management skills
- Strategic capability, problem solving and analysis skills
- Client orientation and customer focus skills
- Financial management skills
- People management and empowerment skills
- Knowledge management skills
- Change management skills
- Well developed communication skills and a bias for service excellence
- Respect, integrity and courtesy
- A team player who displays transparency and emotional intelligence.

#DISCLAIMER

- It is mandatory to email your application (comprehensive CV and new Z83, duly completed and signed) to Recruit3@gpaa.gov.za quoting the reference number in the subject heading of the email (failure to adhere to this will result in application/s being declined).
- Applicants are encouraged to attach supporting documentation such as ID, all qualifications and driver's license (where applicable) – no need to be certified, as this assists in the turnaround time of the recruitment process
- For salary levels 11 – 15, the inclusive remuneration package consists of a basic salary, the State's contribution to the Government Employees Pension Fund and a flexible portion in terms of applicable rules.
- Senior Management Service (SMS) applicants will be required to undergo a Competency Assessment as prescribed by DPSA.
- All candidates shortlisted for SMS positions will be required to undergo a technical exercise which intends to test the relevant technical elements of the job.
- One of the minimum requirements for SMS is the pre-entry certificate for SMS (Nyukela). For more details on the pre-entry course visit: <https://www.thensg.gov.za/training-course/sms-pre-entry-programme/>

Closing date: 30 January 2026 before 12h00 noon. No late applications will be accepted.

Contact persons: Enquiries may be directed to Nthabiseng Mosimanyana on 012 319 1324.

TAKE NOTE OF THE DISCLAIMER MENTIONED ON EACH ADVERT. It is mandatory that applications which consist of a signed Z83 and comprehensive CV be emailed to the respective email addresses indicated on each advert. Ensure that you use the correct inbox/email. Applications sent to the incorrect inbox will be deemed a regret. Ensure to sign your Z83 before you scan it. Please use your signature or valid e-signature and not your name written in block/typed print. A Z83 not signed will be deemed a regret. From 1 January 2021, a new application for employment (Z83) form will be effective and if the old Z83 is used, it will be deemed a regret. Should an individual wish to apply for a post after 1 January 2021, he/she will be required to submit the new application for employment form which can be downloaded at www.dpsa.gov.za-vacancies or <http://www.gpaa.gov.za>. Requirements: Applications must be submitted on the new form Z83 as indicated above (signed and scanned). The relevant reference number must be quoted on all documentation and on the subject heading of the email. An application should consist of (a) a comprehensive and detailed CV (specifying all experience and duties, indicating the respective dates MM/YY as well as indicating references with full contact details) and (b) a duly completed Z83 (refer to Circular No 19 of 2022 in this regard) only. Failure to submit the above documents will result in the application not being considered and deemed a regret. The candidate must agree to the following: Shortlisted candidates must avail themselves for a virtual or in-person panel interview at a date and time determined by the GPAA. Note that certain information contained in the application (CV and Z83) may be verified through the request for official documents and/or other methods of verification and proof (when shortlisted). The certification of all supporting documents will be expected of the shortlisted candidates only. Applicants must note that pre-employment checks and references will be conducted once they are short-listed and the appointment is also subject to a positive outcome on these checks, which include but are not limited to: security clearance, security vetting, qualification/study verification, citizenship verification, financial/asset record check, previous employment verification and criminal record. Applicants will be required to meet vetting requirements as prescribed by Minimum Information Security Standards. It is the applicant's responsibility to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA). Correspondence will only be conducted with the short-listed candidates. If you have not been contacted within six (6) months after the closing date of this advertisement, please accept that your application was unsuccessful. The candidate must take note of: It is the GPAA's intention to promote equity (race, gender and disability) through the filling of this post(s) with a candidate whose transfer / promotion / appointment will promote representativeness in line with the numerical targets as contained in GPAA's Employment Equity Plan. For applications on salary levels 11 – 15, the inclusive remuneration package consists of a basic salary, the state's contribution to the Government Employees Pension Fund and a flexible portion in terms of applicable rules. SMS will be required to undergo a Competency Assessment as prescribed by DPSA. All candidates shortlisted for SMS positions will be required to undergo a technical exercise that intends to test the relevant technical elements of the job. One of the minimum requirements for SMS is the pre-entry certificate. For more details on the pre-entry course visit: <https://www.thensg.gov.za/training-course/sms-pre-entry-programme/> The GPAA reserves the right to utilize practical exercises/tests/competency assessments for non-SMS positions during the recruitment process (candidates who are shortlisted will be informed accordingly) to determine the suitability of candidates for the post(s). The GPAA reserves the right to cancel the filling/not to fill a vacancy that was advertised during any stage of the recruitment process. The successful candidate will have to sign and annual performance agreement and will be required to undergo a security clearance.



the gpaa

Department:
Government Pensions Administration Agency
REPUBLIC OF SOUTH AFRICA

| YOUR BENEFITS our responsibility |