

**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:



CUSTOMER SERVICE AGENT

(Ref: CSA/WC/08-1PRA-2)

Client Services • Western Cape Regional Office (Cape Town)

R208 584 (BASIC SALARY) • LEVEL 6

One Customer Service Agent position is currently available at Western Cape Regional office of the GPAA. The position will be filled as a **permanent appointment**.

ROLE PURPOSE:

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:

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

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 client liaison services within the office

- Respond to escalated queries within allocated time frame
- Interact with the departments and members regarding 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

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, weekly and monthly production statistics to the supervisor
- Check and update consolidated/escalation lists to the supervisor

REQUIREMENTS:

- An appropriate three year tertiary qualification (at least 360 credits) with 18 months proven experience in processing life insurance / employee benefits or client relationship management / client care
- OR
- A Grade 12 Certificate / Senior Certificate (Matric) with three years' proven experience in processing life insurance / employee benefits or client relationship management / client care
- Knowledge of GEPF products and services will be an advantage
- Computer literacy that would include a good working knowledge of Microsoft Office products
- Proficiency in English is a requirement and the ability to speak any of the other official languages in the province applying for, would be an added advantage
- The applications of individuals currently residing in Western Cape Province may receive preference

COMPETENCIES:

- Excellent problem solving skills
- Excellent presentation skills
- Excellent communications skills, both verbal and written.
- Ability to communicate with clients
- Time management skills
- Self-management – being able to work independently
- Knowledge of Employee Benefits
- Knowledge of client relations management
- Geographical knowledge of the Province applying for

NOTE: Employment Equity target for the post is Indian or White male or female candidates or people with disabilities. Candidates of the specified groups are encouraged to apply.

Please forward your application, quoting the relevant reference number (on application and envelope) for the attention of Ms Ntsibakazi Mtshabe on (012) 399 2758, Government Pensions Administration Agency, **hand deliver to:** 34 Hamilton street, Arcadia, Pretoria, **or post to:** Private Bag X63, Pretoria, 0001, to reach us before 12h00 noon on closing date.

Closing date: 23 August 2019 before 12h00 noon. No faxed / e-mailed / late applications will be considered.

Requirements: Applications must be submitted on form Z83, obtainable on the internet at <http://www.gpaa.gov.za> (Originally signed). The relevant reference number must be quoted on all applications. Application should consist of (1) a comprehensive CV (specifying all experience and duties, indicating the respective dates MM/YY as well as indicating references with full contact details) (2) original certified copies of all qualifications (including matriculation), Identity document, valid driver's license (where driving/travelling is an inherent requirement of the job) and proof of citizenship if not RSA Citizen. Note: Copies of certified documents will not be accepted – all copies must be originally certified in the past 3 months. Failure to submit the above information will result in the application not considered and deemed a regret.

The candidate must agree to the following: Shortlisted candidates must be available for interviews at a date and time determined by GPAA. Applicants must note that pre-employments checks and references will be conducted once they are short-listed and the appointment is also subject to positive outcomes on these checks, which include but 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 shortlisted candidates. If you have not been contacted within three (3) months after the closing date of this advertisement, please accept that your application was unsuccessful.

The candidate must take note of: It is intended to promote representativeness through the filling of these posts and the candidature of persons whose promotion/ appointment will promote representativeness, will receive preference. Disabled persons are encouraged to apply. 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. 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. 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 an 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 |