



INTERNAL/EXTERNAL ADVERT

The Office of the Pension Funds Adjudicator (OPFA) is established in terms of section 30B of the Pension Funds Act, 24 of 1956. Our mandate is to dispose of pension fund complaints lodged in terms of the Act in a procedurally fair, economical, and expeditious manner.

Position : Office Assistant
Position status : Permanent
Reporting line : New Complaints Unit Supervisor
Position location : Pretoria, Ashlea Gardens

Qualifications and Experience:

- Matric.
- One years' experience and expertise with office administration.
- Previous work experience in the financial sector (Added advantage).

Minimum Requirements and Key Competencies:

- Computer Literacy (MS Word, Excel, Ms Outlook).
- Communication skills (verbal and written).
- Correspondence, documentation management and general administration.
- Client orientation and customer focus.

Responsibilities:

- Prepare outgoing mail (Regular, Fast and Ordinary).
- Record all outgoing mail in mail register book.
- Make copies of proof of postage and scan to Case Officers and Administrative Assistants.
- Collection of incoming mail.
- Record all incoming mail in register.
- Distribute incoming mail accordingly.
- Attend to queries from complainants regarding received mail via email or phone using tracking numbers.

- Resend proof of receipt/posting as required by email.
- Submit statistics daily/weekly and monthly regarding mail.
- Reload franking machines as required.

Behavioural Attributes:

The potential suitable candidate must be a strategic and creative thinker, passionate about service delivery, be able to thrive under pressure. The candidate must be able to display compassion towards members of the public and complainants and have an open-door policy. Energetic, outcomes and deadlines driven attributes are essential. An influential teamplayer, great communicator, with high levels of integrity and professionalism.

Remuneration: OPFA offers market related remuneration commensurate to the successful candidate's skills and experience.

Interested persons may submit applications, inclusive of academic qualifications and CV to careers@pfa.org.za. Closing date for applications is 11 October 2023.

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.

The OPFA is an equal opportunity employer and as such, preference will be given to candidates from the designated groups in line with the organisation's employment equity plan. [Persons living with disability are highly encouraged to apply.](#)

By completing your details and submitting your application, you consent to OPFA processing your personal information.