

## GOVERNMENT PENSIONS ADMINISTRATION AGENCY (GPAA)



**CLOSING DATE**  
**NOTE**

: 25 October 2024 before 12h00 noon. No late applications will be considered

: 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](http://www.dpsa.gov.za/vacancies) or <http://www.gpaa.gov.za> Requirements: Applications must be submitted on the new form Z83 as indicate 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 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 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 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 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 which is submitted prior to appointment. 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 an annual performance agreement and will be required to undergo a security clearance.

## OTHER POSTS

- POST 37/01** : **EB ADMINISTRATOR (TWO POT) REF NO: EB/ADMIN/TWO-POT PROJECT/2024/10-20C (X20 POSTS)**  
Employee Benefits Programme 2.2  
(12 months contract)
- SALARY** : R255 450 per annum (Level 06), plus 37% in lieu of benefits  
**CENTRE** : Pretoria Head Office  
**REQUIREMENTS** : An appropriate three (3) year N Dip/B Degree or similar three-year tertiary qualification with at least 360 credits (preferably in administration/finance) with 18 months proven experience in the processing and/or payment of claims. Candidates with experience in the administration and processing of Retirement fund/Employee Benefits claims will receive preference or A Senior Certificate/Matric/Grade 12/Vocational certificate / equivalent (ideally with either Mathematics or Accounting as a passed subject) with three (3) years proven experience in the processing and/or payment of claims. Candidates with experience in the administration and processing of Retirement fund/Employee Benefits claims will receive preference. Experience of the MS Office package, with particular focus on MS Excel. Knowledge of Standards and procedures of Claims Processing. Knowledge of Employee Benefits. Knowledge of Client Relations Management. Knowledge of GEPF Services & Products will serve as an advantage. Knowledge of GEP Law & Rules will serve as an advantage. Knowledge of GPAA Policies will serve as an advantage. Analytical thinking. Financial management. Analytical thinking. Good communication skills both verbal and written. Problem solving skills. Customer orientation. Creative thinking. Negotiation skills. Logical thinking. Attention to detail. Ability to build strong network relationship. Stakeholder management. Production driven.
- DUTIES** : The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: Process Claims: Review applications/claims received for various types of exits or claims. Check that all supporting documentation is attached as per the requirements of the specific claim. Evaluate the member records reflected in the documentation and update accordingly to ensure accurate information is reflected. Request member's information for inclusion in the benefits application form, where missing information is identified. Process payment of claims: Review the initial payment, based on a review of the particulars of the case. Reconcile purchase of service figures, checking that all outstanding service has been calculated correctly for payments. Upload supporting documentation for benefit payments, ensuring accuracy. Checking whether beneficiaries indicated qualify as dependents according to set criteria, for instructions for payments. Review the calculation against the information available on the member records, confirming whether correct or supplying reasons for rejection. Review the summary of rejected applications/claims; identifying reasons for rejection based on rules of the various Funds/schemes. Route the rejected applications/claims – in terms of the standard procedure. Ensure that all exceptions (where applicable) related to death distributions, service period recognition verification, fraud and risk issues, contribution adjustments, benefit distribution verification, payment reversals, unclaimed benefits, standard legal issues and the updating of banking details have been resolved in accordance with the relevant policies and procedure. Check that all documentation required for payment is attached and that the correct benefit is being paid to the member, based on established criteria. Review the benefit application form and validate the content. Initiate the payment instruction.
- ENQUIRIES** : Nthabiseng Mosimanyana Tel No: (012) 319 1324 or Sanele Ngema Tel No: (012) 399 3501
- APPLICATIONS** : It is mandatory to email your application (comprehensive CV and new Z83 completed and duly signed) to [Recruit4@gpaa.gov.za](mailto:Recruit4@gpaa.gov.za) quoting the reference number in the subject heading of the email (failure to adhere to this will result in decline of application/s)
- NOTE** : The purpose of the role is to provide administrative support for the processing and payments of pension claims within the Employee Benefits environment. Various contract positions for EB Administrators at EB Operations are currently available at the Government Pensions Administration Agency on a 12-month contract.

<b><u>POST 37/02</u></b>	:	<b><u>FINANCE ADMINISTRATORS: TRACING AGENTS REF NO: FA/TRACING/HO/2024/10-4C (X4 POSTS)</u></b> Finance Unclaimed Benefits (12 months contract)
<b><u>SALARY CENTRE REQUIREMENTS</u></b>	:	R255 450 per annum (Level 06), plus 37% in lieu of benefits Pretoria Head Office An appropriate three-year tertiary qualification/degree/national diploma (at least 360 credits) (Finance related) with 18 months proven experience in the accounting/financial management field of which at least 6 months should be in Tracing or debtors/debt collection OR A Senior Certificate/Grade 12/Matric/Vocational certificate coupled with three years appropriate proven experience in the accounting/financial management field of which six (6) months should be in Tracing or debtors/debt collection. Computer literacy that would include a good working knowledge of Microsoft Office products, especially Microsoft Excel and Word. Proficiency in English is a requirement and the ability to speak any of the other official languages in the province (applying for) will be essential. A valid driver's license will be an added advantage. Knowledge of Public Finance Management Act (PFMA). Knowledge of Public Service Act (PSA). Problem solving skills. Communication skills. Analytical skills. Time Management skills. Integrity. Ability to prioritize. Ability to work in a team. Customer oriented. Deadline driven. Effective communication skills (written and verbal).
<b><u>DUTIES</u></b>	:	The incumbent will be responsible for a wide variety of financial administrative tasks which includes but are not limited to the following: Trace beneficiaries: Find contact details on ITC in order to identify candidates for unclaimed benefits. Contact potential candidates, confirming their personal particulars, in order to validate their status as beneficiaries. Rectify errors by updating the system with the correct information provided by the clients. Send unclaimed benefit cases successfully traced to Pretoria Head Office for re-issue. Prepare cases for processing: Provide administrative support by collating the documentation required to process cases not traced to unclaimed benefits. Check the system against documentation provided in order to avoid issues with processing. Send death benefit form to client in accordance with benefit to which he/she is entitled. Capture accurate information onto database with respect to beneficiaries eligible for re-issues based on documentation provided. Verify cases: Perform data integrity checks following standard processes. Generate weekly and monthly unclaimed benefit reports, reflecting the status of cases for the attention of the Assistant Manager and Outbound Call Centre Agent.
<b><u>ENQUIRIES</u></b>	:	Mbongiseni Nkosi Tel No: (012) 399 2202 or Sisipho Manzi Tel No: (012) 319 3434
<b><u>APPLICATIONS</u></b>	:	It is mandatory to email your application (comprehensive CV and new Z83 completed and duly signed) to <a href="mailto:Recruit3@gpaa.gov.za">Recruit3@gpaa.gov.za</a> quoting the reference number in the subject heading of the email [failure to adhere to this will result in decline of application/s].
<b><u>NOTE</u></b>	:	The purpose of the roles are: To assist in the tracing of beneficiaries to enable the processing of unclaimed and unpaid benefits for GPAA. Four contract positions for Finance Administrator: Tracing at Unclaimed Benefits and Tracing are available at the Government Pensions Administration Agency. These positions will be filled on a 12 month contract and will be based at the Pretoria Head Office.