

Vacancies

Position: Client Services
Consultant x2
Department: Operations
Station: Windhoek

Reports to: Senior Client Service Consultant

Purpose of the Job:

To provide support, information and problem solving services to clients.

Key Performance Areas:

- Deal with complaints of members/pensioners dependents
- Guide, train and coach members, pensioners/dependents on GIPF rules, options and requirements.
- Deal with telephonic and personal client enquiries at the front office as per the set standards and procedures;
- Provide documentation assistance services;
- Provide client after care services;
- Provide administration and support services;
- Verify member information as authentic;
- Provide member education and coaching services;
- Provide data updates.

Job-related qualifications and experience

- Diploma in Business Administration or Marketing from a recognized Institution;
- Minimum of two (2) years' experience in client services environment and one (1) year in a Retirement Fund Industry.

The incumbent should have the following knowledge, skills and Attributes:

• Knowledge of:

Pension fund rules, regulations, policies and procedures; Records Management; Fraudulent documents; different cultures and languages.

• Skills:

Computer literacy; administration skills; filling; interpersonal skills; deductive reasoning; negotiation; problem solving; client services and networking skills.

• Personal Attributes:

Accountable; team orientated; confidentiality authoritative; diligent;

tactful; service oriented; detail conscious; consistency; integrity; organized; performance driven; reliable; and stress management.

Position: Senior Benefits
Processing
Department: Operations
Station: Windhoek

Reports to: Head Benefits Processing

Purpose of the Job:

To provide benefits processing and administration services.

Key Performance Areas:

- Monitor the functions of the Benefits Administrators, evaluate and supervise their work to ensure accuracy, completeness and timing standards are adhered to.
- Audit new admissions checking / processing
- Prepare audits on data for actuarial valuation
- Conduct audit verifications on all benefit claim types (Resignations, Retirements, Funerals, Deaths and Section 14s);
- Coordinate and recommend benefits pay-outs
- Implement process and systems checks and controls
- Monitor compliance with data control procedures by administrators and rectify anomalies where necessary;
- Prepare claims recommendations for BAC committee;
- Verify Section 14 transfer calculations and benefits processing
- Conduct particular status changes on the system, ensuring that all procedures have been followed
- Provide coaching and training services to the team and stakeholders (employers);
- Liaise with participating employers and stakeholders;
- Audit benefit statements process and coordination services;
- Assess quotations and delegate to administrators;
- Liaise with the Marketing and Stakeholder department on advertisements of claims with long outstanding information;

- Assist with planning of unit projects, from the initial research to implementation stage;
- Plan, organise and allocate work for Administrators: Benefits processing as per Service level agreement;
- Handle claims queries, complaints and provide problem solving services;
- Provide advice, reports and information/ administration support services;
- Coordinate tax certificates and directives processing services;
- Coordinate specific projects (clean-ups, checks, etc.) on portions of the GIPF database.

Job-related qualifications and experience

- Degree in Business Administration/ Administration or Commerce related field from a recognized institution;
- At least 3 years' experience in the retirement fund industry.
- Retirement Funds qualification will be an added advantage.

The incumbent should have the following knowledge, skills and Attributes:

• Knowledge of:

Processes of claims/benefits payments, annuities situations, auditing of data, basic accounting principles, basic actuarial understanding, calculations modules and interest rate, control processes and checks, manual procedures for calculating benefits payments and pension fund industry/environment rules and regulations.

• Skills:

Computer literacy; administration skills; advising, change management, complaints handling, customer care, evaluation and feedback, interpersonal, listening, numeric ability, prioritizing, problem solving, project management, report writing, supervision and talent management skills.

• Personal Attributes:

Approachable; helpful, assertive, emotionally mature, confidentiality, cultural sensitivity, high stress tolerance, patient, sense of urgency, result orientation, integrity, honest and detail conscious.

GIPF is an equal opportunity employer and comply with the Affirmative Action Legislation. Persons from previously disadvantaged groups meeting the above mentioned requirements are encouraged to apply. GIPF offers a competitive, Total Remuneration Package with a standard range of benefits in line with responsibilities, qualifications and experience. Interested applicants are encouraged to submit their written applications, detailed CVs and certified copies of their education qualifications to:

By hand: P. O. Box 23500
GM: HR & Administration GIPF
Human Resources Department Windhoek, 3rd Floor

Physical Address: GIPF House, Cnr. of Dr. Kenneth David Kaunda and Goethe Street.

Closing Date: 12 February 2019

Note: Only short-listed candidates will be contacted and NO documents will be returned.

GIPF is a fund that provides pension benefits for civil servants and employees of member institutions. Our vision is to be the leading pension fund and a model corporate citizen in Namibia. The mission is to safeguard and grow the Fund for the benefit of its stakeholders and Namibia.

