

# ADVERT



## OFFICE ADMINISTRATOR: (EAST LONDON)

### Job Purpose: (Key Responsibilities)

Perform the full spectrum of an administrative function for a regional office and is also responsible to ensure that the resources allocated to the branch are utilised efficiently and responsibly.

### Job Description/ Objectives:

- Maintain and compile a monthly report on operational registers in terms of new registrations, petty cash management, collects, verifies, and submit cease to operate information, cases opened, walk-ins, telephone, fund administration queries, pay outs queries, customer satisfaction surveys and report on this to the Agent.
- Stakeholder relations in relation to all employer interactions related to contributions, benefit payments, detail updates and enquiries.
- Efficient Administration of the operating resources and cost-effective utilisation of all physical and operating resources allocated to the branch.
- Manage the office petty cash including monthly reconciliations and balancing.
- Rendering administrative assistance and support to agents for the full process form opening of enforcement files to arbitration and loading of details on the Case Management System
- Direct all Provident Fund related queries to the query box
- Membership verifications for wellness fund as well as attending to general health plan queries and facilitate health plan cards
- Handle all walk in and phone queries for the regional office
- Be the stand in resource for agents when they are on leave and refer complex matters to the senior agent if unsure
- Stand in for the Cleaner when not at the office
- Open and Close the office on a daily basis

**Job Requirements and Knowledge:**

- An incumbent in this position will be responsible for full spectrum of an administrative function for a regional office and is also responsible to ensure that the resources allocated to the branch are utilised efficiently and responsibly.
- Must be fluent and be able to communicate in both English and African Languages
- A Knowledge of the Labour Relations Act would be advantageous
- Must have Good Administrative Skills
- Computer literacy
- Mathematical literacy
- Good Communication Skills
- Must have cash handling ability and accuracy
- Ability to deal with i.e. Client Service Orientation
- Willingness to carry out Ad-hoc functions as assigned by the Agents

**Related Skills:**

- Interpersonal skills
- Time management skills.
- Integrity and Honesty
- Ability to work under pressure
- Organising skills.
- Self-motivated and motivator
- Assertive
- Good communication and fluent conversant in English and other African Languages
- Patience and good listener
- Reliable and willingness to learn
- Ability to set priorities.

**Qualifications & Experience:**

Matric qualification with Mathematic literacy and working experience in the related environment will be advantageous.

**REMENERATION GRADE: B4**

It is the Council's intention to promote equity through the filling of all numeric targets as contained in the EE Plan, first preference will be given to African Females/ or Coloured Females.

**Applications:** All applications accompanied by comprehensive word format CV's must be forwarded to the **NBCRFLI** Human Resources department via email address specifying the position and area which you are applying for. Applications should be sent to [recruitment-ms@nbcrfi.co.za](mailto:recruitment-ms@nbcrfi.co.za) before the closing date.

**Closing date: 24 January 2025**

**An application in itself does not entitle the applicant to an interview. Should you not hear from us 30 days after the closing date, please consider your application unsuccessful.**

#### **PROTECTION OF PERSONAL INFORMATION ACT.**

Personal information collected and processed for purposes of recruitment will be protected from unauthorised access and improper use or disclosure.

#### **DECLARATION AND INFORMED CONSENT.**

By submitting your application for the advertised role, you give Council permission to process your personal information and you acknowledge that you understand the purpose for which it is required and for which it will be used. Furthermore, you declare that all personal information supplied to the Council for the purposes of recruitment is accurate, up to date, not misleading and that it is complete in all respects.