



WE ARE HIRING:

COMPLIANTS/MEMBER SERVICES OFFICER

Reference: PSSPF – CMSO-2026

Location	Menlyn, Pretoria
Employment Type	Permanent
Salary	Market Related
Industry	Retirement Fund / Financial Services

ABOUT OUR CLIENT:

Our client is Retirement Fund based in Menlyn, Pretoria. The Fund is committed to sound governance, regulatory compliance and service excellence, and is seeking to appoint a suitably qualified and experienced professional to join the team.

PURPOSE OF THE ROLE:

To manage the Fund's complaints-handling process in accordance with regulatory requirements and internal standards. The role ensures timely, professional resolution of member queries, maintains accurate records for compliance and reporting purposes, and identifies trends to support continuous improvement in member experience. It serves as a key liaison between members, internal departments, and the administrator, ensuring service quality and effective issue resolution.

COMPETENCIES REQUIRED:

- Understanding of contributions, claims, fund rules, member rights and administrative procedures, PFA, FSCA, and internal fund complaints processes and timelines.
- Demonstrated skills in investigating cases and gathering information and the ability to follow resolution steps and ensures timely closure.
- Ensure that logs are accurately maintained and reports property prepared. Ability to handles multiple cases simultaneously while meeting deadlines and service targets.

The PSSPF reserves the right not to fill this advertised position. The PSSPF is an equal opportunity, affirmative action employer committed to the achievement and maintenance of representativity (race, gender, and disability). African, White, Coloured, Indian candidates and people with disability are encouraged to apply. All shortlisted candidates will be subjected to background checks.



DUTIES:

- **Complaints Handling & Resolution:** Ensure compliance with statutory timeframes for complaints resolution (e.g., PFA regulations). Manage the complaints-handling process in line with regulatory and internal standards. Respond to member queries and complaints promptly, accurately and professionally. Escalate issues to relevant internal teams or the administrator and ensure timeous resolution.
- **Member Support & Service Delivery:** Provide guidance and support to members on Fund rules, policies and procedures. Liaise with internal departments and the administrator to resolve member issues effectively. Ensure a positive, member-focused service experience.
- **Records Management & Compliance:** Maintain accurate records of all complaints, queries, actions and resolutions. Ensure documentation meets regulatory audit and reporting standards. Keep compliance-ready documentation for reporting to the Board, Corporate Affairs Manager and regulators. Follow data-handling and confidentiality requirements.
- **Reporting & Trend Analysis:** Prepare regular member services and complaints reports for the Manager: Corporate Affairs and the Board. Identify trends in complaints and provide recommendations for process and service improvements. Support compliance, audit and governance reporting requirements.
- **Process & Experience Improvement:** Recommend interventions to improve turnaround times, quality of service and member satisfaction. Participate in initiatives that enhance member communication, support and engagement programmes. Collaborate with IT and administration teams to enhance complaints tracking systems.

REQUIREMENTS:

- Diploma or Degree in Customer Service, Business Administration, Communications, HR, or related field.
- FAIS-Aligned Customer Service/ Client Services Certification (advantageous).
- 2-4 years in customer service, member services, complaints resolution or administration, preferably in a regulated environment.

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For applications and enquiries:

Please submit your CV, letter of motivation together with certified copies of ID and Qualifications to faith@lenohlahla.co.za. Please state the name of the position you are applying for in the subject line of your email.

Should you not receive a response within four weeks of the closing date, please consider your application unsuccessful.

Closing date: 10 August 2026

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