

## **ASSET AND LIABILITY MANAGEMENT DIVISION**

Helpdesk Officer: RSA Retail Bonds

**Remuneration package R211 194 per annum (Excl. benefits)**

**Ref number S103/2016**

**PRETORIA**

### **Purpose**

To enhance and assist with the daily operations of the Retail bonds unit by offering a timeous and concise client service support to the Debt Operations Unit and National Treasury as a whole.

### **Key Outputs**

It will be expected from the successful candidate to:

- Daily operation of RSA Retail Bond helpline.
- Provision of all operational documents to clients on request.
- Serve as access point to attend to all queries related to RSA Retail Bond and related issues.
- Process all telephonic application and acknowledge the receipt thereof in writing.
- Guide and advice clients during the electronic internet application process.
- Management of documents (investor) for future reference
- Amend investor and investment details as and when requested by clients.
- Record and file changes against the unique investor code.
- Prepare tax certificates and send-off by mail or electronic mail to investors.
- Prepare interest statements of investors
- Update investors on the status of their investments

### **Requirements**

To be considered for this position, the applicant should have:

- Minimum Grade 12 with exposure to MS office and certification as Call Centre Agent/ Helpdesk will be an added advantage.
- 2-3 years Call Centre or related experience;
- Exposure to an Office Administration set-up environment;
- Fully computer literate with in-depth knowledge of MS Office suite
- Good verbal and written communication skills

The National Treasury is an equal opportunity employer and encourages applications from women and people with disabilities in particular. Our buildings are accessible for people with disabilities.

Applications should be accompanied by a completed Z83 form, comprehensive CV and certified copies of qualifications and ID. Please forward your application, quoting the relevant reference number and the name of the publication in which you saw this advertisement, to the Recruitment Administrator: National Treasury, Private Bag X115, Pretoria 0001 or to the e-mail address [recruit.alm@treasury.gov.za](mailto:recruit.alm@treasury.gov.za) No late applications will be accepted.

Qualifications and security screening will be conducted on recommended candidates. It is the applicant's responsibility to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA). If you have not received feedback from the National Treasury within 1 month of the closing date, please regard your application as unsuccessful.

- Problem-solving, analysis and report writing skills
- Basic knowledge of financial markets.

**Closing date: 10 June 2016. No late applications will be considered.**