

Job Title	Compliance Officer
Grade	2A
Business Unit	Contribution Collection & Compliance
Reports to	Team Leader Compliance
Location	Suva/Nadi/Labasa

Job Purpose

The position will report to Team Leader Compliance and will play a key role in:-

- Collection and timely distribution of contributions received into member accounts
- Debt recovery processing
- Ensuring compliance for all employers
- Delivering excellent customer services to all stakeholders.

Duties and responsibilities

- Registration of employer, portal and member (Compulsory and Voluntary) registration forms.
- Employer Portal and Helpline assistance.
- Assess and process Compliance letters.
- Process refunds – Suspense/UDA/Withdrawn account
- Process CS adjustments.
- Prepare Data maintenance and SCOUT test and updates.
- Reconcile direct deposits.
- Nightly batch remittance reconciliations.
- Account hotlists.
- Employer Journals.
- Process Dishonored payments.
- Debt recovery and penalty process.
- Identify and transfer suspense and UDA.
- Reduce Un-allocated balances.
- Reduce accruals.
- Company searches
- Scanning, uploading and filing of forms.
- CS posting and uploading for exception scenarios.
- Bulk data (member) verification for Employers.
- Stationery orders (additional tasks)

- Tender evaluation (additional tasks)
- Natural disaster assistance (additional tasks)
- Forum and awareness assistance (additional tasks)

Education & Experience

- Diploma in Accounting, Banking & Finance, Business Studies, Management or equivalent
- At least 2 years' experience in Contribution, Collection and Compliance work.

Key Competencies

- Knowledge and understanding of the FNPF Act and FNPF Regulations.
- Well - developed problem solving, conflict resolution.
- Demonstrate good knowledge of respective policies.
- Strong interpersonal skills and communication skills.
- High levels of integrity and professional ethics.
- Excellent time management and organizational skills.
- Proficient with Microsoft Office Programs.
- Able to work independently and as a Team.

Reporting Structure

Direct Reports: None

Indirect Reports: None

Authority Levels

Financial: None

Staff: None

Contractual: None

Internal & External Contacts

Internal Contact

- All Departments
- Staff as required

External Contacts

- Members
- Employers
- General Public

Working conditions

The incumbent may be required, to from time to time, to work late hours or during weekends, including travelling to other FNPF branches & agencies to conduct training and awareness for internal staff or employers or to work in other functional areas for job rotation for developmental purposes.