

<b>Job Title</b>	Manager Contributions & Collections
<b>Grade</b>	4B
<b>Reports to</b>	Chief Operating Officer
<b>Business Unit</b>	Contribution, Collections & Compliance
<b>Location</b>	HQ, Suva

## Job purpose

To coordinate and drive compulsory and voluntary members contribution both in membership numbers and value, and to drive additional contribution through stakeholder management whilst ensuring compliance with the FNPF Act 2011.

## Duties & Responsibilities

- Increase membership and contribution collection through compulsory and voluntary members.
- Increase additional contribution collection for both compulsory and voluntary members.
- Reduce value at risk exposure through marketing and assist in product design to achieve the objective.
- Develop an effective registration system.
- Ensure that all employees defined under the FNPF Act are being registered and issued with FNPF/FRCS Joint Card.
- Create awareness and educate members and employers on the Fund's product and services.
- Assist in the development of new savings products.
- Review of existing employers' products and procedures in order to deliver excellent customer services.
- Analyze and forecast on contribution by Industries and Coverage.
- Explore more payment platform options for employers for compulsory members.
- Conduct financial literacy education on savings for retirement.
- Ensure that the teams' participation in team building and corporate social responsibility.
- Ensure that all staffs follow the procedures and to minimize the risk of bribe by defaulting employers.
- Ensure that member information is kept confidential at all times.
- Identify staffs that have potential to grow within the team and with the relevant training in order to progress.
- Identify relevant training to address the skill gap within the team.
- Implement success planning with the team.
- Nurture the team that we uphold the Fund's values at all times when dealing with members, employers and even after hours.
- Counselling of staffs if performance and attendances is below expectation.
- Dealing with difficult employers and members who is not satisfied with our services but at the end of the day ensure that FNPF Act are followed.
- Training of all staffs in terms of interpretation of the FNPF Act 2011.
- Having monthly meeting to let the team know of the contribution collection and strategize for the following month.
- Treat all complaints as genuine and it creates a need to review our process or noticing staff laxity in handling member's application.
- Create strategic alliance with Regional Superfunds to improve social security and social protection in Fiji.

- Perform any other duties as assigned by the Chief Operating Officer or the Chief Executive Officer.

## **Qualifications**

### **Education & Experience:**

- Masters in Banking, Commerce, Accounting or Minimum of 8-10 experience in leadership experience in relationship management
- Proven track record and experience in effective marketing and conversion to business in terms of number and value.
- Working knowledge and experience in translating executive management decision into action plans.

### **Knowledge & Competencies Required:**

- Demonstrated ability to supervise, lead, motivate and develop staff.
- Institutional readiness.
- Well-developed problem solving, conflict resolution and decision making abilities.
- Demonstrates integrity by modelling the Funds vision, values and ethical standards.
- Demonstrated in depth knowledge of the FNPF Act, Employers Policy and Procedures.
- Strong interpersonal, communication and presentation skills.
- Project management skills.
- Excellent conceptual and analytical skills.
- Self-motivated team player who is able to work to deadlines and manager expectations.
- Demonstrates good negotiation skills.
- Demonstrates strict adherence to systems, policies and procedural compliance.
- Knowledgeable of implementing and managing risk assessment programs.

## **Authority Levels**

*Financial:* As per approved DLA

*Staff:* As per approved DLA

*Contractual:* None

## **Internal & External Contacts**

### *Internal Contact*

- All Departments
- Chief Financial Manager
- Finance Manager
- Staff as required

### *External Contacts*

- Members
- Employers
- General Public
- Government Ministries

## **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.