

<b>Job title</b>	Member Services Officer (Agency)
<b>Grade</b>	2A
<b>Reports to</b>	Team Leader Agency
<b>Business Unit</b>	Member Services
<b>Location</b>	Nadi

## Job purpose

Reporting to the Team Leader Agency, the incumbent shall play a key role in delivering excellent customer services to the public, whilst upholding the Fund's Corporate Values. The role is critical as it holds dual responsibilities of a Member Service Officer.

## Duties and responsibilities

- Deliver excellent customer services by reducing customer waiting time, customer complaints and queries
- To counsel on basic financial information that is fundamental for meaningful savings and retirements.
- Ensure that **ALL** withdrawals are correctly verified, processed and approved within turnaround time
- Ensure that **ALL** pension queries, claims and or applications are correctly verified, processed and approved within turnaround time including the provision of quality pension option advice
- Ensure that the creation and amendment of member records, including the printing of member cards are correctly done and within turnaround time;
- Ensure Employer queries, refunds or compliance requests are correctly verified, processed and actioned within the turnaround time.
- Collect and receipt all monies on a daily basis (Only if relieving in Cashier role)
- Promptly report transaction of \$10k or more to Reserve Bank of Fiji as per requirements of the FTR Act
- Ensure that all cash takings are reconciled prior to banking and safe keeping of cash for emergency situations and reported to Team Leader accordingly (Only if relieving in Cashier role)
- Prepare monthly cash collection by receipt codes(Only if relieving in Cashier role)
- Ensure all activities are carried out in compliance with standard operation procedures
- Undertake any other duties assigned by the Team Leader

## Qualifications

### Education & Experience:

- Diploma in Accounting, Banking & Finance, Business Studies, Management or equivalent.
- At least 2 years' of experience in customer services.

**Knowledge & Competencies Required:**

- Basic knowledge and understanding the Funds products and procedures
- Knowledge and understanding of ProMIS system would be an added advantage
- Excellent customer service and communication skills
- Good organizational, interpersonal, and problem solving skills
- Must be a Team player
- Ability to handle pressure and being creative
- Ability to multi-task, priorities, and manage time effectively
- Highly motivated and enthusiastic

**Reporting Structure**

*Direct Reports:* None

*Indirect Reports:* None

**Authority Levels**

*Financial:* None

*Staff:* None

*Contractual:* None

**Internal & External Contacts**

*Internal Contact*

- All Departments
- Finance Manager
- MS staff Fiji Wide

*External Contacts*

- Members
- 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 FPNP branches & agencies for rotation or for Pensioner visitation. Holding a valid group 2 driving license is an added advantage.