

**SUBJECT: ADVERTISEMENT OF – WITHDRAWAL AND RETIREMENT CLAIM  
 ADMINISTRATOR POSITION AS OUTLINED BELOW: INTERNALLY/  
 EXTERNALLY**

Municipal Workers Retirement (MWRF) is a defined contribution Fund which provides members and their dependents with reasonable and competitive retirement, resignation, and risk benefits (Death-in-service and disability benefits)

<b>JOB TITLE:</b>	<b>Withdrawal and retirement claim administrator</b>
<b>DEPARTMENT:</b>	<b>Administration</b>
<b>LOCATION:</b>	<b>24 Napier Road, Richmond, Johannesburg</b>
<b>REPORT TO:</b>	<b>Supervisor - Administration</b>
<b>JOB TYPE:</b>	<b>Permanent</b>
<b>SALARY</b>	<b>Market related</b>
<b>MINIMUM REQUIREMENTS:</b>	<ul style="list-style-type: none"> <li>• Matric</li> <li>• Minimum of 2 years in the Employee Benefits, long term Insurance Industry, or the Financial Services Industry.</li> <li>• Solid understanding of the Pension Funds Act.</li> <li>• PC skills (MS Outlook, Word and Excel)</li> <li>• Good report writing and presentation skills</li> <li>• Knowledge of claims processing on COM_PEN system, a non-negotiable</li> <li>• Excellent time management &amp; people skills</li> </ul>
<b>MAIN DUTIES/RESPONSIBILITIES:</b>	<ul style="list-style-type: none"> <li>• Process withdrawal and retirement claims</li> <li>• Provide effective support to the claims administration and associated financial administration processes.</li> <li>• Ensure that all required forms received are completed as required and all accompanying documents are in order.</li> <li>• Ensure that payment of claims is executed within stipulated SLA's.</li> <li>• Periodic submission of trustee reports on claims progress.</li> <li>• Ensure that queries are handled promptly and appropriately.</li> <li>• Responsible for interacting with clients by</li> </ul>

	handling queries related to detail tracking of the status of the claims.
COMPETENCY REQUIREMENTS: SKILLS, KNOWLEDGE AND ATTRIBUTES	<ul style="list-style-type: none"> <li>Post matric qualification will be an added advantage</li> <li>Self-disciplined and self-driven</li> <li>Communication skills</li> <li>Interpersonal skills</li> <li>Attention to details</li> <li>Very high level of accuracy.</li> <li>Deadline orientated</li> <li>Analytical thinking</li> <li>Quality awareness</li> <li>Ability to manage own desk/work effectively</li> <li>Employee benefits or long term insurance industry experience, preferably in administering pension and /or provident.</li> <li>Hands on experience with handling employee and related benefit documentation.</li> <li>Must be able to readily understand and interpret environment specific rules.</li> <li>Good communication and interpersonal skill in dealing with stakeholder queries and requirements.</li> <li>Report writing and correspondence management capability.</li> <li>Adherence to company policies and procedures.</li> <li>Must be a team player</li> </ul>

The closing date is Friday 24 January 2026 @ 16h00. Please note that late applications will not be considered. Applicants are requested to submit, application letter, ID Copy, comprehensive CV and certified copies of qualifications. Applications must be submitted via email to:

[recruitment@mwrfund.org.za](mailto:recruitment@mwrfund.org.za)