



## FURNITURE BARGAINING COUNCIL

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North Block ♦ 39 Empire Road ♦ Parktown Ext ♦ Johannesburg  
All correspondence to be addressed to: THE GENERAL SECRETARY ♦ Post Office Box 32789 ♦ Braamfontein ♦ 2017  
Telephone (011) 242-9200 ♦ Facsimile (011) 482-6420 ♦ e-mail council@furnbed.co.za ♦ Website www.furnbed.co.za

# INTERNAL VACANCY

## RETURNS ASSESSMENT SUPERVISOR

We are urgently looking for a **Returns Assessor Supervisor** to be based in our Head Office (JHB Office).

### 1. **PURPOSE OF THE JOB:**

- To quality assure the returns process within the prescribed timeframe and maintain relationship with high priority / difficult establishments.

### 2. **MAIN RESPONSIBILITIES OF THE JOB:**

#### 2.1 **Processing of Returns**

- Utilise IT reports to plan, manage and control the workload to ensure that the standard timelines are met
- Monitor the planning and prioritisation of establishments that are closing or retrenching
- Set up sessions on the system for all exemptions and concessions for newly employed employees for payment relief
- Place requests for Agents to conduct investigations and / or inspections and finalise by authorising returns
- Verify and authorise returns that have been captured by Assessors
- Liaise with members who have resigned or have been retrenched when collecting contributions, as and when required
- Check contribution statements to ensure availability of funds to make the payments
- Oversee the timeous capturing of returns by Assessors
- Recommend and test enhancements to returns processes and procedures within the department

#### 2.2 **Query Handling**

- Attend to escalated queries from the Returns Assessment Supervisor and from establishments regarding conditions of service or incomplete / incorrect returns

### **2.3 Staff Supervision**

- Participate in the recruitment of subordinates in consultation with Funds Administrator
- Manage resource allocation for the department
- Monitor work output of subordinates and attend to issues of non-performance and escalate to Funds Administrator, where necessary
- Approve leave for subordinates
- Mentor and coach subordinates to transfer skills and knowledge
- Facilitate the provision of training for team members in accordance with Collective Agreements and related requirements: Circulars, Notice and Statutes.

### **3. EDUCATION, KNOWLEDGE AND EXPERIENCE REQUIRED:**

- Grade 12 with Accounting / Mathematics
- Certificate or Diploma in Business Administration/Finance
- BCOM Finance advantageous
- 5-7 years' experience in administration and with 3 years' supervisory experience
- MS Office Proficiency: Advance Excel a must
- Weekly wage experience

### **4. SKILLS AND BEHAVIOURS REQUIRED:**

#### **4.1 Skills**

- Critical correct communication (verbal and written);
- Excellent time management.
- Planning and organising
- Problem Solving
- Presentation skills
- Interpersonal
- Report writing
- People skills
- Excellent Customer

#### **4.2 Behaviours**

- Assertive
- Judgement
- Attention to detail
- Accuracy
- Deadline driven
- Persuasive
- Tactful
- Integrity

5. **REMUNERATION:**

Market related.

**Applications must be in writing accompanied with a detailed CV and should be e-mailed to [Lungile@furnbed.co.za](mailto:Lungile@furnbed.co.za)**

**APPLICANTS WHO HAVE NOT BEEN CONTACTED WITHIN 30 DAYS OF THE CLOSING DATE MUST CONSIDER THEIR APPLICATIONS AS UNSUCCESSFUL**