

Terms of Reference

Designation: Assistant Pension Officer

Classification: Assistant Officer Gr. 1

Rank: OP1

Department: Pension and Claims Department

Division: Operation Division

Reporting Relationship

The Assistant Pension Officer will report to Manager, Pensions and Claims.

Overall Responsibilities

The Assistant Pension Officer will mainly be responsible for pensions and claims related works, overpayments and recovery works.

Scope of Work

- Conduct quality checks of pension applicant information forms.
- Collect death information and verify death of members by contacting necessary sources and institutions.
- Carry out all necessary tasks to dispatch notification relevant to Pensions and Claims department.
- Monitor and follow up on notifications by contacting relevant personnel and institutions.
- Perform necessary checks and process statement of benefit submission forms received from different institutions.
- Check and process court requests for information.
- Update necessary documentation within the department.
- Attend to queries received in person, via phone calls or emails related to Pension and Claims department.
- Support additional functions of payouts and claims process area as needed.
- Attending to any other tasks assigned by the Manager of Pension and Claims department.

Qualification

- A minimum of three “C” passes in GCE A’ Level examinations, and a “C” pass in Dhivehi Language in the Higher Secondary School Certificate (HSC) examinations.
- Preference will be given to candidates with experience in basic surveying, data collection and report preparation.
- Proficiency in using computer applications and Microsoft Office software package.
- Fluency in Dhivehi and English language.

Competencies and Skills

- Should be a proficient user of the Microsoft Office package, specially Microsoft Word and Excel, with experience in Thaana typing.
- Should have excellent communication skills in order to be able to deal effectively with personnel from the public and private sectors in person and over the phone.
- Should be able to multi-task and handle tasks simultaneously.
- Should be highly organized and be able to work positively and constructively within high pressure environments.
- Should also be able to maintain effective working relationships, respond well to stress, and have good communication and situation management skills.