

## **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.