

Terms of Reference

1. Introduction:

Post: Assistant Collection and Compliance Officer

Post Type: Permanent

Initial contract shall be for a period of 1 (one) year. The contract shall be extended or made permanent based on performance, upon successful completion of one year.

Department: Collection and Compliance

Division: Pension Services

2. Reporting Relationships:

The Assistant Collection and Compliance Officer will report to the Head of Collections and Compliance Department and is expected to work closely with other Departments of the Pension Services Division.

3. Overall Responsibilities:

The Assistant Collection and Compliance Officer will be responsible to carry out pension contribution collection and compliance related works within the department.

4. Specific Duties:

The Assistant Collection and Compliance Officer will be responsible for carrying out specific tasks assigned from the following responsibilities to execute the work plan of the Collection and Compliance Department.

- Carrying out works related to pension contributions collection and reconciliation.
- Attending to and resolving issues related to contribution collection.
- Carrying out inspection of employers to ensure adherence to the Pension Act and Pension Regulations in filing pension contributions to Maldives Retirement Pension Scheme (MRPS) as per the Inspection Plan.
- Performing the duties related to pre and post inspections: preparation of inspection documents, preparation of inspection reports and following up.
- Participating in on-site inspections. (This includes traveling to islands to inspect employers based outside of Male'.)



- Taking necessary actions against employers whose pension contributions are in arrears; sending notifications, conducting negotiation meetings, part-payment arrangements and taking legal action, etc.
- Carrying out regular follow up on non-compliant employers list and inspection report timelines.
- Preparing case files to request legal action against non-compliant employers and following up.
- Arranging negotiation meetings with non-compliant employers and following up.
- Assisting in conducting awareness/training programs for the employers and members of MRPS.
- Attending to phone calls, emails, etc. received by the department.
- Assisting other Departments during official events and functions organised by MPAO.
- Any other works assigned by the Department and Division Head.

In addition to the above, the Assistant Collection and Compliance Officer shall attend to any other task required by the Department or the Pension Office management on a short term basis

5. Minimum Qualification:

Completion of GCE A' Level or equivalent qualification (MNQF level 4).

6. Minimum Work Experience:

None. (However, preference will be given to candidates with prior work experience.)

7. Desired Skills and Competencies:

- Should be proficient in using computer applications, specifically Microsoft Office or Google Workspace.
- Should have excellent communication skills, and be fluent in written and spoken English and Dhivehi.
- Should be physically fit, and willing to work long hours.
- Should be willing to learn new things, and be a fast learner.
- Should be able to multitask and work within a very tight schedule.
- Should be able to complete tasks with a high level of attention to details.
- Should demonstrate strong work ethic and organizational skills.
- Should have a good attitude, pleasant personality and excellent interpersonal skills.

