

## **Terms of Reference**

<b>Post:</b>	Data Administrator
<b>Post Type:</b>	Full time and permanent
<b>Department:</b>	Collection & Payout Processing
<b>Division:</b>	Operations Division

### **Reporting Relationships**

The Data Administrator (DA) will report to the Manager, Operations (MO).

### **Overall Responsibilities**

The DA will mainly be responsible for work related to pension payout processing. The DA is also expected to work closely with other departments of the Operations Division.

### **Scope of Work**

- Resolving issues specific to payout, analyzing issues related to computing values such as over payments and propose methods for improvement of payout related issues.
- Monitor payout related activities and ensure that required tasks such as completion of workflows, weekly and monthly processes are completed according to the SOP.
- Check and verify application / request form entries to see if all the information has been entered correctly, and in case of any issues or errors, rectify them according to relevant procedures.
- Attending to queries received related to payout, through letters, phone calls, emails, etc.
- Filing and maintaining documents related to the department.
- Assisting other departments during official events and functions organised by MPAO.
- Monitoring work assigned to Assistant Data Administrators.
- Attending to any other tasks assigned by the Manager, Operations or the MPAO management.

### **Minimum Qualifications / Work Experience**

- An accredited Diploma.
- Proficient in using computer applications and Microsoft Office software package.
- Fluency in spoken and written Dhivehi and English languages.

## **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.
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