

VACANCY ANNOUNCEMENT

CLIENT SERVICES ASSISTANT

NICO Pension Services Ltd is a leading provider of pension administration and retirement solutions in Malawi. We are committed to fostering an inclusive workplace that values diversity, integrity, professionalism and excellence.

We are inviting applications from suitably qualified candidates to fill the position of Client Service Assistant, based in our Blantyre and Lilongwe offices.

QUALIFICATIONS

Bachelor's Degree in Business Administration, Actuarial Science, Finance, Accounting, Economics or Social Science.

EXPERIENCE

Minimum 1- 2 years in a client service role, in pension administration, financial services or related area.

THE ROLE

- Facilitate Member onboarding and Registration.
- Prepare and issue member certificates
- Maintain accurate membership records and perform reconciliations.
- Respond to clients and members and provide information in line with regulations and service level agreements.
- Resolve clients and call centre queries within agreed Service Level timelines.
- Allocate of pension Contributions accurately to member accounts.
- Process member benefit Claims including;
- Verification of supporting documents
- Bank accounts details.
- Follow up on outstanding contributions remittances.
- Prepare client data for management, regulatory and member reporting.

JOB COMPETENCIES AND ATTRIBUTES

- High levels of integrity and professionalism
- Excellent analytical and problem-solving skills
- Excellent communication skills and interpersonal skills
- Customer focused with strong relationship management skills
- Proficiency in Microsoft Office Applications

APPLICATION PROCESS

Interested candidates should submit a cover letter, detailed curriculum vitae, and copies of relevant qualifications to:

People and Culture Business Partner
NICO Pension services Ltd
P.O. Box 1796
Blantyre.

Or Email: vacancies@nicopensions.mw
Closing Date: 18 September 2026

"NICO Pension Services Ltd is an equal opportunity employer"

