

Designation: Client Services Administrator | Waterfall, Johannesburg | Permanent

Category: Administration and Operations

Job Level: Skilled technical and academically qualified workers, junior management, supervisors, foremen and superintendents

Posted by: PSG Financial Services

Posted on: 31 Aug 2026

Reference Number: POS37601

Closing date: 25-Sept-2026

Position Type: Permanent

Location: Waterfall Magwa Crescent

Overview:

VACANCY | CLIENT SERVICES ADMINISTRATOR | WATERFALL, JOHANNESBURG, GAUTENG | PERMANENT

PSGs commitment to transform and embrace diversity is what drives us to achieve a diverse workplace with employment equity as a key goal to create an inclusive workforce. In achieving our employment equity goals, we give preference to applicants from designated groups, and we encourage people with disability to apply.

Description:

To ensure the quality and authorise and confirm all processed client instructions to clients and financial advisers. This position reports to a Team Leader.

Responsibilities:

- Validate all types of instructions processed in the platform administration systems for quality, data integrity, accuracy, completeness and process and legislative conformance, within the service level goals
- Ensure that incorrect, incomplete or non-compliant instructions are escalated back to the relevant junior administrator and/or client service consultant
- Confirm all processed instructions to clients and financial advisers
- Adhere to all operational processes and minimise operational errors
- To actively participate in the organisation's continuous improvement by identifying and proposing solutions to system, process and service related failures
- Deal with queries from junior administrators, client service consultants and other internal stakeholders
- Assist with special projects and assignments as agreed on an ad hoc basis
- Apply TCF principles in daily tasks

Minimum Requirements:

- A relevant financial or business degree (NQF Level 7)
- Strong technical and business experience in the administration of a LISP platform
- 1-2 years in the financial services industry
- Excellent verbal and communication skills

Competencies:

- Numeric ability
- Client focussed
- Accuracy skills essential
- Strong verbal and written communication skills
- Ability to work under pressure
- Ability to deal with complexity
- Systematic and organised
- Attention to detail
- Ability to recognise, communicate and assist in solving problems
- Ability to prioritise and function positively under pressure
- Ability to function as part of a team
- Computer literacy, especially Excel

How to apply:

Candidates interested must apply on the PSG Careers website <https://www.psg.co.za> OR browse vacancies <https://bit.ly/3bD2iAK> by no later than 25 September 2026. By submitting your application, you are giving PSG Financial Services implicit consent to the storage and processing of

