



POSITION DESCRIPTION

Title:	Administrator
Department:	Member Services
Immediate supervisor:	Manager Member Services
Hours of Work:	Alternating biweekly: 8:15 a.m. – 5:00 p.m. & 8:15 a.m. – 4:00 p.m.

CORE ACCOUNTABILITY:

An effective Administrator is able to multi task their functions and is expected to:

- have a good understanding of the organization's operations and procedures after 2-4 months;
- continue to learn and increase their understanding of the pension and employee benefits business; and
- be able to adapt appropriately to changing volumes of contacts.

MAJOR RESPONSIBILITIES:

Working as a member of a team of two, the Administrator provides quality customer service to the organization's clients. The Administrator responds to basic related questions (telephone or email) with respect to the pension and employee benefit programs administered by the organization which could include: researching and tracking member files in PIBA; providing other contact numbers when required (e.g. CRA, CPP, etc.); seeking required information when required; and assisting other employees within the organization with administrative duties.

COMPETENCY PROFILE:

1. 1 year post-secondary education
2. Strong communication skills
3. Telephone etiquette
4. Experience in customer service
5. Ability to work proactively and independently to achieve desired results
6. Written and spoken competence in English and French is required