



Position Description

Title: Member Services Administrator
Department: Member Services
Immediate supervisor: Manager Member Services

CORE ACCOUNTABILITY:

An effective Member Services Administrator is not only able to provide accurate and timely responses to questions; they must be able to understand the why behind the answer. Over time (9-18 months), a Member Services Administrator is expected to have an understanding of the pension plan provisions and the employee benefit plan provisions. Throughout the initial training period, you are also expected to become familiar with the role of the *Pensions Benefit Act (PBA)* and the *Income Tax Act (ITA)*.

MAJOR RESPONSIBILITIES:

Working as a member of a team, 50% of the Member Services Administrator position plays an important role supporting the estate settlement process (active and retirees). This includes researching member files; reviewing plan documents, ; seeking additional information from internal team members or other outside parties; and seeking guidance on complex matters from the Senior Member Services Analyst.

The Member Services Administrator will strategically divide their remaining time between the following tasks:

- Pension and Employee Benefit Presentations: Prepare the materials needed for presentations, organizes logistics and maintain the presentation spreadsheet. The Member Services Administrator will also attend the pension and/or employee benefit presentations to provide additional support during the sessions.
- Surveys: Responsible for pulling the queries and preparing the mail merge to send surveys to members who received services from Vestcor.
- Administrative Support: Provide administrative support to the Member Services team. Various tasks are performed such as developing/formatting forms, researching cases, updating presentations and other miscellaneous projects as needed.
- Reception: Assist and/or backup reception functions as needed.

COMPETENCY PROFILE:

1. High school diploma. A post-secondary degree or certificate would be considered an asset.
2. Some knowledge of pension plans and employee benefit programs
3. Strong communication and presentation skills
4. Experience in customer service
5. Ability to work proactively and independently to achieve desired results
6. Willingness to travel some throughout the province
7. Written and spoken competence in English. Written and spoken competence in French would be considered an asset.