



## POSITION DESCRIPTION

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**Title:** Administrator  
**Department:** Benefits Administration  
**Immediate supervisor:** Team Leader Benefits Administration

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### **CORE ACCOUNTABILITY:**

Working as a member of a team in providing quality customer service to the organization's clients. The Administrator must have excellent communication skills, strong attention to detail, work as an effective team member and be highly organized.

### **MAJOR RESPONSIBILITIES:**

The Administrator receives and investigates all returned mail from pensioners and performs other administrative tasks to support the pension payroll team. These duties include:

- Tracking and researching new addresses using the internet, making phone calls, etc.
- Sending out any required forms and updating address information in a Pension Administration system
- Annual mailouts to confirm pensioner information
- Performing back up functions for other members of the team
- Investigating non active member data

The Administrator may also assist with reception functions and provide assistance to other teams as needed.

### **COMPETENCY PROFILE:**

1. Effective Communication skills
2. Excellent customer service skills
3. Strong team player
4. High School Diploma supplemented by 1 year post-secondary diploma in a business field with some related work experience, OR high school diploma plus a minimum of 1 year related work experience.
5. Experience with Microsoft Office Suite, specifically Excel and Word is essential