

## POSITION DESCRIPTION

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<b>Title:</b>	<b>Administrator</b>
<b>Department:</b>	<b>Member Services</b>
<b>Immediate supervisor:</b>	<b>Manager Member Services</b>

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### CORE ACCOUNTABILITY

An effective Administrator is able to multitask their functions and is expected to:

- have a good understanding of the organization's operations and procedures within 2-4 months;
- continue to learn and increase their understanding of the pension and employee benefits business; and
- be able to work in a fast-paced environment with fluctuations in 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 our Administration system; 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 and telephone etiquette
3. Experience in customer service
4. Ability to work as part of a team
5. Ability to work proactively and independently to achieve desired results
6. Written and spoken competence in English and French is required
7. Experience with Microsoft Office Suite is essential