

Member Services Analyst

Vestcor has a full-time position available for a Member Services Analyst.

Located in Fredericton, Vestcor is the largest investment manager in Atlantic Canada, providing global investment management services to 11 different client groups representing approximately \$24.4 billion in assets under management. We also provide administration services to 11 pension plans and five employee benefit plans.

The Member Service Analyst works as part of a team that is responsible for providing timely pension and benefits information to members and employers. Other major responsibilities include preparing and delivering presentations to various client groups; researching; and analyzing and interpreting the provisions of the various pension and employee benefit programs. The work is performed within a fast-paced, high-volume environment. Some travel may be required within New Brunswick.

The successful candidate will have a strong customer service focus as well as excellent verbal and written communications skills. They must possess excellent analytical, organizational, problem-solving, and decision-making skills and be proficient in the use of Microsoft Office.

The ideal candidate should have a university degree with major coursework in business, social sciences, public administration, or other related field and a minimum of two years of customer service experience OR a two-year postsecondary diploma or certificate and at least five years of experience in a related field. Written and spoken competence in English is required, and French would be considered an asset.

In the cover letter, candidates must demonstrate why they believe they have the required qualifications and skills for this position. We offer a competitive salary, an excellent benefits package, and a challenging and rewarding team environment. The successful candidate will participate in the New Brunswick Public Service Pension Plan.

Vestcor supports a diverse and inclusive work environment and encourages applications from all qualified applicants. Interested applicants must forward their cover letter and resume by **July 6, 2026**.



HOW TO APPLY

Director Human Resources

Vestcor Inc.
100 – 140 Carleton St.
Fredericton, NB E3B 3T4

Or via e-mail to:

careers@vestcor.org



VESTCOR

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POSITION DESCRIPTION

Title:	Member Services Analyst
Department:	Member Services
Immediate supervisor:	Manager Member Services
Salary Range:	Min.:\$66,000 / Mid.:\$88,000 / Max.:\$110,000

CORE ACCOUNTABILITY

The Member Services Analyst provides accurate and timely responses to questions and must also be able to understand the reasoning behind the answer. Over time (18-24 months), a Member Services Analyst is expected to have a solid understanding of the provisions within the plans that they are responsible for and should also understand:

- Concepts such as termination value, adjusted termination value, open group funded ratio, small pension, integration, etc. and be able to explain these concepts to plan members.
- The role of the *Pension Benefits Act* and the *Income Tax Act*.
- Basic concepts within a funding policy.
- Basic concepts within an actuarial valuation.

A Member Service Analyst must continue to learn and increase their understanding of the pension and employee benefits business.

MAJOR RESPONSIBILITIES

- Provide quality customer service to the organization's clients
- Respond to employee and employer questions (telephone or email) with respect to the pension and employee benefit programs administered by the organization
- Research member files, review plan documents, policies, etc.
- Seek required information from other team members
- Provide face-to-face counseling services to plan members
- Provide on-site employee presentations, as required
- Provide guidance and training to new Analysts

COMPETENCY PROFILE

- University degree OR two years of postsecondary education and at least five years of experience in a related field
- Knowledge of pension plans and benefit programs administered by the organization
- Strong communication and presentation skills
- Experience and knowledge of pension plans
- Experience in customer service
- Ability to work proactively as part of a team or independently to achieve desired results
- Willingness to travel frequently throughout the province
- Written and spoken competence in English is required, and French would be considered an asset