**Client Services Team Lead**

**OPB (Ontario Pension Board – https://www.opb.ca)**

As a key leadership role within Client Services at Ontario Pension Board, the Team Lead provides exceptional leadership, support, and subject matter expertise to operational teams or large projects and business plan initiatives as assigned to deliver operational and client service excellence. You will develop trusted relationships to partner and collaborate closely with business partners across the organization. You will apply leadership and mentoring skills to foster a culture of results driven teamwork and collaboration, optimize team effectiveness and promote knowledge transfer and relationship building. You will foster a continuous improvement mindset and work with management and peer leaders to advance client experience and service excellence strategies.

**Key Responsibilities:**

As a Team Lead of an operational team, you will effectively coordinate the flow of work and play an active role in escalation management to ensure superior client service delivery and timely implementation of client service delivery decisions. You will plan and schedule work assignments, set priorities and objectives, identify service level risks, and provide ongoing performance feedback by identifying issues and opportunities. You will provide business, system, and technical expertise by guiding staff on complex and sensitive client issues to perform analysis and provide recommendations for resolution. You will monitor and analyze client service delivery, enhance or develop metrics to identify trends, risks and opportunities and recommend and implement solutions to enhance overall service delivery and client experience. You will lead the operational transition and adoption of new legislative rules and business specific tools by collaborating with peers on coaching, mentoring, and communications and applying change management best practices. You will provide mentoring to new and existing staff and work with internal business partners to coordinate and support training on work practices, policies, procedures, and legislation.

As a Team Lead on cross-functional project teams for large projects and initiatives you will represent Client Services and provide operational business perspective and expertise, focusing on operational processes and procedures and client service delivery, including client support readiness. You will contribute to business requirement development and identify when input from internal business areas across Client Services is required and collaborate with these individuals to explore how best to ensure operational business requirements and client experience requirements are captured and understood. You will identify opportunities to advance service delivery and generate business efficiencies through emerging client service business processes in support of plan changes and pension modernization initiatives. You will perform impact analysis to identify risks from an operational business perspective and support the implementation of resolutions and mitigation strategies. You will coordinate and support change management activities related to the projects and initiatives, such as communications, training, and execution, in collaboration with business partners to support the successful implementation of project and initiative outcomes.

**Key Qualifications:**

You have strong and detailed knowledge of pension policies, procedures, and practices, and other legislation (e.g. Income Tax Act, Employment Standards Act, and Pension Benefits Act), and strong subject matter expertise in at least one pension life cycle event. You have a strong client orientation and commitment to excellence in client service delivery. With your demonstrated expertise and experience in providing group leadership in a client support services environment, you have excellent interpersonal skills that allow you to provide guidance, support and direction to employees, and leadership on cross-functional project teams. You embrace a culture of teamwork and collaboration and effectively build trusted relationships and manage expectations with clients and team members. Your well developed and demonstrated organizational and time management skills allow you to proactively plan, assign, monitor, and assess workload levels and employees’ technical abilities in order to meet quality expectations and service level agreements, and effectively support multiple projects and initiatives. You have excellent communication skills, both written and oral, with the ability to communicate operational business objectives, requirements and priorities, and interpret and explain technical information regarding policies, processes and procedures to a wide variety of audiences and to adjust your communication style as required. You are able to effectively resolve demanding and multi-layered situations with good judgement, tact and diplomacy. You are results-oriented and solution-focused and your demonstrated analytical and problem‐solving skills allow you to interpret and identify trends, issues, risks, and client requirements, and resolve issues as required or implement mitigation strategies. Your demonstrated ability to be proactive and take initiative to think beyond current processes and business structures allow you to identify, resolve and implement transactional and advisory service opportunities and support their implementation within an operational team or on a large project team. You are resilient, flexible, and adaptable to adjust approach with concurrent and shifting priorities in a fast-paced environment. You have a strong commitment to continuous learning and proactively seek opportunities to develop skills, knowledge, and leadership ability.

**Please visit OPB’s Career page to apply:** [**https://opb.talcura.com/candidates/home.aspx**](https://opb.talcura.com/candidates/home.aspx)

**﻿The competition will remain open until a successful candidate is selected or until the competition is closed.**

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OPB is committed to providing accommodation for people with disabilities in its recruitment process. Please advise OPB if you require an accommodation and we will work with you to meet your needs. Candidates being considered for this position will be required to submit to a background screening.

We thank all applicants, however, only those selected for an interview will be contacted.