

**Paying pensions today, preserving pensions for tomorrow.**

With net assets with almost $20 billion, OPTrust invests and manages one of Canada's largest pension funds and administers the OPSEU Pension Plan, a defined benefit plan with almost 95,000 members and retirees.

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| **Pension Services Coordinator** **Member Experience**  |
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**Scope:**

This role provides service excellence by working closely with senior department team members to coordinate operations and provide subject matter expertise for assigned responsibilities in pension administration including data control processes, transaction processes, special projects and operational support. This includes providing technical expertise to develop statistical reports using to support team and department goals and workflow monitoring, the design and implementation of internal training, communication and file escalation. The candidate will deliver a remarkable service experience across key external interactions through group presentations and meetings with various audiences such as members, union groups, and employers.

**Responsibilities:**

* Take ownership and perform the full range of duties and responsibilities that are consistent with assigned areas of subject matter expertise
* Develop and coordinate statistical and caseload activity reports using SQL on a departmental and team basis in relation to organizational, departmental and team goals. Statistical analysis will also include creating Excel and Microsoft Power BI graphs, charts, and trend analysis and co-ordinating distribution of statistical information to management and team members
* Take initiative to resolve sensitive or outstanding cases across the Member Experience department and provide comprehensive details of specific issues to product managers, Sr. department team members or other stakeholders
* Compose formal correspondence to Plan members, employers, or other stakeholders face to face, by telephone, in writing or other media
* Work with subject matter manager, key internal/external stakeholders to assess, design and improve processes, procedures communications and training materials.
* Data interface processing, data/contribution reconciliation and communications with pension plan employers and other pension plans
* Monitor, identify and document trends in data problems and present information and recommended solutions to employers or escalate to other senior staff and manager for action
* Participate as a subject matter expert in project teams and or committees
* Ad hoc travel in Ontario to deliver and/or assist with meetings, presentations, or information booths

**Requirements:**

* Post-Secondary Education in a related field
* 3-5 years pension administration experience
* High level of proficiency with data systems, database enquiry languages and products to resolve complex data problems, Excel, MS Power BI, MS Office products and web-based service applications
* Excellent customer service skills
* Strong analytical, oral and written communication skills
* Demonstrated ability to think proactively, take initiative, handle multiple priorities, meet deadlines, and offer alternative solutions to facilitate issue resolution
* Genuine desire to share knowledge, and act as a resource to others
* Excellent interpersonal skills as well as the enthusiasm and commitment to support team goals and organizational values
* Commitment to the completion of pension administration related courses such as PPAC 1 and 2 would be required

 If you possess a positive attitude towards work and relationships with colleagues to support team goals, organization values in cooperation and mutual respect, this opportunity is for you.

OPTrust is an equal opportunity employer and welcomes applications from all interested parties. Please submit your application to Human Resources at careers@optrust.com

OPTrust is compliant with the *Accessibility for Ontarians with Disabilities Act* (AODA). Please advise us should you require accommodation with the recruitment process.

We thank all interested applicants, however only those under consideration will be contacted.