

Ontario Pension Board

Manager, Client Services

Ontario Pension Board (OPB) is the administrator of the Public Service Pension Plan, a major defined benefit pension plan, sponsored by the Government of Ontario. With over \$30 billion in assets, and over 90,000 members, the Public Service Pension Plan (PSPP) is one of Canada's largest pension plans. It's also one of the country's oldest pension plans that has been successfully delivering the pension promise since the early 1920s. Ensuring members are able to make informed decisions about their pension and broader financial future is at the heart of OPB's Advise & Protect mandate and client-centric approach. A key aspect of this is OPB's Advisory Services model, through which clients are guided at every stage of their working and retirement journey.

Reporting to the Vice President, Client Services, the Manager, Client Services will lead high performance teams delivering pension processing, including the Client Service Advisor team who are Certified Financial Planners (CFP®). These advisors are to be available to assist in developing a retirement plan and to help members understand pension options and the implications those decisions will have in their life. OPB launched Advisory Services to ensure Plan members have the support they need to make sound decisions about their pension in the context of their personal financial and life circumstances. The incumbent will also provide guidance and oversight of the effective and efficient operation of pension processing, and key business initiatives ensuring service excellence while maintaining quality standards. To be successful, the Manager, Client Services must build and manage trusted relationships with members/clients, and colleagues as well as provide leadership support on key business initiatives. They will be responsible for conducting analysis on current and future operational needs, understand and the Plan provisions, and will recommend client-centric solutions. This position requires the Manager to review budget and resource implications and possible risks with each option.

The ideal candidate will have outstanding leadership and problem-solving skills coupled with a strong financial acumen. They will hold a background in financial planning and have experience working in a similar organization and/or pension fund. The Manager, Client Services exhibits a sense of accountability and ownership to meet deliverables and deadlines and is integral to the services team.

Applications are encouraged immediately and should be submitted online at <https://www.odgersberndtson.com/en/careers/17945>. For more information, please contact Priya Girdharie of Odgers Berndtson. We thank all those who express an interest, however only those chosen for further development will be contacted.

Ontario Pension Board is an equal opportunity employer. In accordance with the Accessible Canada Act, 2019 and all applicable provincial accessibility standards, upon request, accommodation will be provided by both Odgers Berndtson and Ontario Pension Board throughout the recruitment, selection and/or assessment process to applicants with disabilities.

Odgers Berndtson is deeply committed to diversity, equity and inclusion in all the work that we do. As part of our efforts to better understand our ability to reach as broad a pool of candidates as possible for our searches, our DEI team would like to encourage you to take a moment and access our [Self-Declaration Form](#).