



SHEPP

People. Pensions. Results.

Come build a career with SHEPP!



What are we looking for?

We're currently seeking a dedicated **Pension Officer** to join our team on a full-time basis for a one-year term. As a member of our dynamic Member Experience team, you'll play a vital role in providing exceptional customer service to our Plan members via phone, email and in-person. To succeed in this position, you will need to be energized by delivering outstanding customer service and ensuring that every interaction leaves a positive lasting impression on our Plan members. If you are passionate about delivering top-notch customer service, thrive in a people-orientated environment and have an interest in the pension industry, this may be the right fit for you!

What are the perks of joining SHEPP?

- We're passionate about pensions and it shows in our work through delivering exceptional service every day.
- We're committed to providing programs and benefits that encourage physical, mental, financial and social well-being and support your professional growth and development.
- When eligible, you'll benefit from our defined benefit pension plan where we contribute \$1.12 for every \$1.00 you contribute.
- We recognize the importance of flexibility and work-life balance and offer hybrid work arrangements, flexible work hours, earned days off (EDOs), personal time and paid sick leave.

Who is SHEPP?

Established in 1962, the **Saskatchewan Healthcare Employees' Pension Plan (SHEPP)** is a multi-employer, defined benefit pension plan serving the healthcare industry in Saskatchewan.

2024 Top Employer

We are proud to be named a **2024 Top Employer** by Benefits and Pensions Monitor, being recognized as one of the best companies to work for in the Canadian benefits and pensions industry.



How will you spend your time?

- You'll handle a variety of member interactions through phone calls, emails, and in-person meetings.
- Performing pension calculations and technical work, ensuring all Plan benefits are compliant with applicable legislation, Plan terms and conditions and internal administrative practices and policies.
- Preparing and implementing clear, accurate and comprehensive written communications regarding entitlement calculations on retirement, termination, death, spousal relationship breakdowns etc.
- Collaborating to develop and deliver Member Information Sessions.
- Reviewing legal documentation related to Power of Attorneys, Executors, Trustees/Guardianship, and Interspousal Agreements, and communicate the acceptance or rejection of documentation.
- Searching and locating missing Plan members, as well as terminated Plan members with outstanding benefit payments.

Ready to apply?

We are excited to hear from you! Please submit your cover letter and resume outlining your qualifications to SHEPP Human Resources at careers@shepp.ca no later than **February 10, 2025**.

We thank all applicants; only candidates selected for an interview will be contacted.

Prior to starting employment with SHEPP, the selected candidate will be required to successfully complete a background check, which may include (but is not limited to): references, proof of education/qualifications and a criminal record check.



What expertise will you bring?

- You'll have previous experience in a customer service-related role, with prior pension industry experience being a bonus.
- A post-secondary degree in business administration or mathematics, supplemented by three (3) or more years of experience in a relevant role.
- Additionally, the Pension Plan Administration Certificate (PPAC) and/or the Certified Employee Benefit Specialist (CEBS) designations would be considered an asset.
- Knowledge of mathematical concepts and applications used in the financial and pension services industries.
- Good judgement in dealing with people to ensure that matters get resolved.
- Proficiency in English with excellent verbal and written communication skills.
- Note: A combination of equivalent education, training and experience will also be considered.

What is the annual pay?

\$71,496 - \$89,370 (based on qualifications and skills).



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