

**Client Organization:** Ontario Pension Board (OPB)  
**Position Title:** Client Services Manager  
**Reports to:** Senior Vice President Client & Advisory Services  
**Location:** Toronto, Ontario Canada

## THE COMPANY

The Ontario Pension Board (OPB) administers the Public Service Pension Plan (the PSPP), a major defined benefit pension plan sponsored by the Government of Ontario. With 100,000 members and \$31 billion in assets, the PSPP is one of Canada's largest pension plans. It is also one of the country's oldest, successfully delivering the pension promise since the early 1920s. [Learn more about OPB.](#)

Through our Advise & Protect mission, we provide our clients with the information and assistance they need to make well informed pension decisions and effectively plan for retirement with security and dignity – a responsibility we take seriously. We take pride in being a leader in the pension industry and a trusted advisor to our clients and stakeholders.

## THE OPPORTUNITY

As a key member of the Client Services management team, the Client Services Manager leads and manages pension administration service teams in the delivery of exceptional client service in support of our Advise & Protect mission. If you are highly committed to client relationship management, experienced in leading professional service teams, and are excited about business process modernization, this is a wonderful opportunity. Your results-oriented leadership style, commitment to staff engagement and the ongoing development of a highly qualified team, is critical in the ongoing delivery of trusted and exceptional service experiences.

## KEY RESPONSIBILITIES

Reporting to the Senior Vice President Client & Advisory Services, the Client Services Manager will be responsible for leading and managing the provision of a diverse range of pension administration services across multiple channels and business streams, including the following:

- ▶ Fosters a strongly engaged and high performing team, while coaching and developing staff to meet commitments and continuously improve.
- ▶ Oversees all day-to-day operations and cyclical activities ensuring a focus on high quality, accuracy, service efficiency, compliance with legislation, internal policies and procedures, and risk management.
- ▶ Provides an expert level of technical advice, guidance and direction on operational processing issues, complaints, and escalations.
- ▶ Implements client service standards and protocols and evaluates performance against expectations on an ongoing basis to ensure targets are met and engagement and collaboration with other partners/teams occurs as appropriate.
- ▶ Plays a key role in developing and implementing strategies and recommendations in support of OPB's Advise & Protect mission and commitment to exceptional cross channel client experiences.
- ▶ Leads key business initiatives related to legislative changes, system enhancements, and business process re-engineering by providing leadership and expertise to staff, project teams, and business partners supporting innovation.
- ▶ Participates in planning and execution of strategic corporate initiatives to deliver business plan objectives and results.

## KEY QUALIFICATIONS

The successful candidate will bring proven experience leading and managing pension administration teams in the delivery of exceptional client service, including the following:

- ▶ Leadership skills and experience in motivating, guiding, and developing staff; promoting accountability for work delivery and achieving goals and deadlines.
- ▶ Excellent client relationship management skills and commitment to client service excellence.
- ▶ Strong decision-making skills to determine options, identify risks, and make sound recommendations.
- ▶ A strategic mindset and strong orientation toward change leadership, with the ability to solicit ideas, create a strong case for change and obtain buy-in.
- ▶ Excellent verbal and written communication skills and strong interpersonal abilities to engage, collaborate, and negotiate with business partners/teams in a highly collaborative work environment and build trusted relationships.
- ▶ Well-developed analytical, problem solving/critical thinking and continuous improvement skills to think beyond current systems and business structures to implement creative solutions and enhancements.
- ▶ Strong orientation for operational risk management and demonstrated ability to establish effective control practices, report on issues, recommend solutions and effective resolution of potential gaps.
- ▶ Knowledge and awareness of industry trends in client engagement, service delivery and experience.
- ▶ A growth mindset and commitment to continuous learning and professional development.
- ▶ Extensive knowledge of legislation, policies, and procedures governing the administration of the Public Service Pension Plan including the Pension Benefits Act, the Public Service Pension Act, the Income Tax Act, and the Family Law Act.
- ▶ Retirement and/or financial planning certifications (such as RRC, CEBS, CFP) are an asset.

## CONTACT INFORMATION

**We have engaged our partners at LHH Knightsbridge to assist us with this search. If you are interested in being considered for this opportunity, please apply directly through LHH Knightsbridge's LinkedIn, or email your resume to a member of the project team (application link and contact information below):**

LHH Knightsbridge LinkedIn job posting: <https://www.linkedin.com/jobs/view/3973991485>

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## About LHH Knightsbridge

LHH helps organizations simplify the complexity associated with transforming their leadership and workforce so they can accelerate results, with less risk.

As global leaders in Talent and Leadership Development, Career Solutions and Executive Search, we assist organizations in finding new talent, and helping their employees navigate change, become better leaders, develop better careers, and transition into new jobs. We have the local expertise, global infrastructure, and industry-leading technology and analytics required to simplify the complexity associated with executing critical talent and workforce initiatives, reducing brand and operational risk. Teams across Canada and around the world leverage our proven programs and global experience to deliver tailored solutions to clients that align talent with the needs of their business.

Established in 1967, LHH is a wholly owned subsidiary of Adecco, SA, a publicly held Fortune Global 500 firm and the world's leading provider of HR solutions, with approximately 32,000 FTE employees and 5,100 branches in over 66 countries and territories around the world. LHH has more than 4,000 employees around the globe including 2,200+ certified Career Coaches. [www.lhhknightsbridge.com](http://www.lhhknightsbridge.com).