

## Senior Member Services Representative

**Location:** North York, ON | **Employment Type:** Full-time, permanent

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### About Us

At the Toronto Electrical Industry Benefit Administration Services (TEIBAS) we're more than a benefits administrator—we're a trusted partner to the members of the International Brotherhood of Electrical Workers, Local 353. Our mission is to effectively and efficiently administer the IBEW Local 353 Trust Funds and to be a trusted source of information and services to our stakeholders. We value integrity, transparency, respect, efficiency and service excellence, and we're looking for someone that shares these values. If you're passionate about helping people, we'd love to meet you.

### Why Join Us?

- **Impact:** Your work directly improves the lives of our members.
- **Professional Growth:** As a small office, your role expands across disciplines. We invest in your professional development with training and educational opportunities.
- **Culture:** A supportive, inclusive team that celebrates success and encourages new ideas.

### Your Role

As a **Senior Member Services Representative**, you'll be the go-to expert for our members, handling both straight forward and complex pension and benefit inquiries and ensuring every interaction is positive and productive. You'll also mentor junior team members and help shape the future of our service experience.

### What You'll Do

- Deliver exceptional member service through timely phone, email, and in-person interactions, resolving issues with empathy and efficiency.
- Guide members through administrative processes from enrollment to retirement applications and everything in between while helping educate members about their plans.
- Prepare and issue documentation to members, ensuring accuracy and timeliness
- Participate in member seminars, one-on-ones and attend union annual special meetings

protecting **your** future

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[www.teibas.com](http://www.teibas.com)

- Peer review member updates and other documents and coordinate pension payment instructions to the custodian
- Perform monthly and yearly reconciliation of all forms of pension payments
- Coach and support more junior representatives to maintain high standards.
- Identify opportunities to improve processes and member satisfaction.

## What You Bring

- At least 5 years of senior pension and benefits administration experience – preferably for unionized multi-employer plans.
- Knowledge of applicable legislation for multi-employer defined benefit (target) pension plans and group benefits
- Certified Employee Benefits Specialist designation, or Pension Plan Administration Certificate (or working towards them)
- Strong mathematical and analytical skills
- Excellent communication (both written and oral) and problem-solving skills, with the ability to exercise tact and good judgement.
- Good planning, organizational and time management skills.
- Ability to work independently, and also as part of a team.
- Proficiency with pension and benefit administration systems and Microsoft Office Suite.
- A passion for helping people and creating positive experiences.

## Perks & Benefits

- Competitive salary.
- Comprehensive health and dental coverage and a pension plan.
- Paid vacation that grows as you grow in our organization plus every other Friday off.
- Ongoing training and career development.
- A culture that values your ideas and celebrates your success.

## Accessibility

We're committed to an inclusive, accessible workplace. If you require accommodation during the recruitment process, please let us know.

## Ready to Make an Impact?

Send your resume and cover letter to:

**Email:** [vithurshini@teibas.com](mailto:vithurshini@teibas.com)

**Deadline:** February 1, 2026