



# 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 an 18-month 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.

## 2023 Top Employer

We are proud to be named a **2023 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](mailto:careers@shepp.ca) no later than **April 5, 2024**.

*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?

\$70,440 - \$88,049 (based on qualifications and skills).



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