



Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

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Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/06/30

Bilingual Pension Benefits Specialist Associate - 12-month Contract

Job ID	92-A8-6F-A0-8E-98	
Web Address	https://careers.indigenous.link/viewjob?jobname=92-A8-6F-A0-8E-98	
Company	Ontario Teachers' Pension Plan	
Location	Toronto, Ontario	
Date Posted	From: 2024-06-10	To: 2024-12-07
Job	Type: Full-time	Category: Miscellaneous
Languages	English	

Description

We are looking for someone to bring their own exceptional skills and personality to a diverse group. You will be working with a hardworking team passionate about delivering outstanding service to our members without compromising quality or customer experience.

Our goal is to help you develop the required skills and knowledge during your first year as a Bilingual Pension Benefits Specialist Associate (PBSA) to work independently and achieve quality benchmarks, in order to progress to a full time permanent role as a Pension Benefits Specialist.

Who you'll work with

This role reports to the Manager, Member Experience-Pensioner Experience.

What you'll do

In this associate year, you will actively participate, provide feedback and demonstrate proficiency to Senior PBS and Trainers during independent learning activities, one-on-one working sessions and virtual classroom training.

- Provide customer service answering direct inquires (phone, e-mail, web, written), under the supervision of a Team Coordinator then independently, to plan members, pensioners, survivors, other beneficiaries and third parties.
- Process pension benefits in accordance to the terms of plan and other applicable legislation.
- Review client files, assess eligible benefit scenarios, provide counselling, web support and perform benefit calculations during the point of contact.
- Respond to member e-mail and mail inquiries regarding benefit questions, general pension questions, requests for web support and updates to personal information.
- Process sophisticated benefit calculations, where you may need to research the method to perform accurate calculation.
- Meet with clients in person for one-on-one interviews / appointments.
- Interpret and assess client needs, eligibility requirements, critical issues, reporting requirements and write-offs.

What you'll need

- Must be bilingual in French and English, with excellent verbal and written communication skills in both languages.
- excellent analytical, interpersonal, listening and multitasking skills.
- Excellent ability to communicate effectively, both verbally and in writing.
- Ability to work effectively in a high pressure environment while maintaining a high standard of accuracy and timeliness.
- Flexibility, dependability, tact and diplomacy are required.
- Familiarity with Microsoft Office, use of social media tools and online applications.
- Relevant university degree and/or client service experience required.

What we're offering

- Competitive compensation
- Numerous opportunities for professional growth and development
- A flexible/hybrid work environment combining in office collaboration and remote working
- Our Flexible Travel Program gives you the option to work abroad in another region/country for up to a month each year
- Employee discount programs including Edvantage and Perkopolis

How to Apply

Click "Apply Now"

Are you ready to pursue new challenges and take your career to the next level Apply today! You may be invited to complete a pre-recorded digital interview as part of your application.

Accommodations are available upon request (peopleandculture@otpp.com) for candidates with a disability taking part in the recruitment process and once hired.