



# 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:

Toll Free Phone: (866) 225-9067

Toll Free Fax: (877) 825-7564

L9 P23 R4074 HWY 596 - Box 109

Keewatin, ON P0X 1C0

# Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/05/20

## Customer Service Specialist

**Job ID** D2-77-0C-B2-20-47

**Web Address**

<https://careers.indigenous.link/viewjob?jobname=D2-77-0C-B2-20-47>

**Company** Canada Life

**Location** London, Ontario

**Date Posted** From: 2024-04-18 To: 2024-10-15

**Job** Type: Full-time Category: Service Sector

**Job Salary** \$46,200.00 - \$69,300.00 Annually

**Languages** Bilingual French/English an asset

### Description

Group Retirement Services (GRS) Administration provides administration services for a variety of group products, including RRSP, RPP, DPSP, TFSA, Investment Only and various non-registered plan types. In this role you'll contribute to the effective record-keeping and reporting for GRS customers. You must become proficient with the Group Pension Administration System (GPAS) and GRS processes.

Are you customer obsessed Do you thrive in a fast-paced environment Do you have a keen eye for detail, enjoy problem-solving and seek out technical challenges The Customer Service Specialist role is suited to a technically minded, customer-first individual who thrives on building relationships and providing expert solutions.

Reporting to the Associate Manager, you will be accountable for:

- Handling plan and member maintenance on GPAS, including data updates, financial transactions, and reporting
- Handling various inquiries, telephone calls etc. from multiple audiences
- The daily management of a block of business
- Fostering relationships with plan administrators, brokers, advisors and plan members
- Handling sensitive and complex issues in a timely and accurate manner

Based on your assignment within GRS you will be specifically accountable for one or more of the following:

- End to end handling of death and marriage breakdown transactions (includes requirement gathering, communications, handling unusual situations and ultimately making payments to/on behalf of plan members)
- Standard and customized client reporting, including the completion of Annual Information Returns and responding to inquiries from external auditors
- End to end daily administration (including contribution processing, investment fund changes, payment of member benefits, basic reporting and supporting advisors and plan administrators)

Required competencies and behaviours:

- Strong analytical skills; ability to pursue solutions using documented processes and tools available

- Customer service focused with a positive can-do attitude
- Strong communication skills - both written and verbal
- Highly organized with the ability to prioritize and execute a large variety of work
- Strong interpersonal skills with the ability to work independently and as part of a larger team
- Self-motivated with an ability to effectively multi-task in a fast-paced environment to meet tight deadlines
- Strong research and analysis skills with the ability and desire to produce quality work
- Strong problem solver with the motivation to seek out answers independently in a changing environment
- Fluency in Microsoft Office tools including Word and Outlook
- Strong proficiency in Excel (with experience creating formulas, pivot tables, macros, v-look up's etc.)
- Knowledge of investment/retirement arrangements and/or GRS business processes an asset
- Knowledge of rules and regulations as they relate to GRS products an asset

The base salary for this position is between \$46,200.00 - \$69,300.00 annually. This represents base salary only and does not represent other variable compensation components of our total compensation ( i.e. annual bonus, commission etc). If you are selected to move forward in our recruitment process, your recruiter will be able to discuss additional details of our total rewards program with you.

For student opportunities only

For our student opportunities, the base salary will be dependent on the number of work terms you have completed along with other factors depending on your program.

Career opportunities will be open a minimum of 5 business days from the date of posting, closing dates will vary depending on the search activity. All applications received will be reviewed on a rolling basis.

Be your best at Canada Life- Apply today!

### **How to Apply**

Click "Apply Now"