



MEMBER SERVICES ADMINISTRATOR

Ellement Consulting Group is a privately-owned actuarial consulting firm that has been providing actuarial, administration, software programming, and consulting solutions for pension, benefits, and investment programs for individuals, corporations, unions, associations, and governments for programs based in Canada since 1996.

Our mission is to design, implement, and manage employee benefit programs for individuals and institutions to provide economic security at a reasonable and affordable cost.

We currently have a great opportunity for a Member Services Administrator to join our Ottawa team.

POSITION SUMMARY

As a Member Services Administrator, you will be part of an administration team that provides high-quality administration services to multiple clients and demonstrates outstanding and timely customer service.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

- Respond to telephone calls and walk-in inquiries regarding Benefits and Pension.
- Provide accurate and comprehensive information and document as per department procedures.
- Return voicemails and respond to email inquiries within client service standards.
- Gather requested information for members, employers, and health service providers.
- Communicate with healthcare providers, insurance carriers, or others to verify claims-related information.
- Provide general administrative support, including typing, data entry, photocopying, filing, scanning.
- Assist with operational tasks like distributing and scanning incoming mail, coordinating mailouts, and processing outgoing mail.
- Provide administrative support to the team.

REQUIRED SKILLS

- Maintain professionalism and tact in a dynamic team environment.
- Strong attention to detail and commitment to accuracy in work.
- Excellent customer service skills, proactively providing comprehensive service and information.
- Good organizational skills and ability to prioritize tasks, meeting service standards and response times.
- Well-developed analytical, decision-making, and problem-solving abilities.
- Flexibility and adaptability.
- Excellent written and interpersonal communication skills.
- Ability to work independently and as part of a team.
- Ability to handle multiple tasks simultaneously, including retrieving information, summarizing inquiries, and communicating with callers.
- Proficiency in Microsoft Office and standard office administration procedures.
- Adherence to company policies and procedures.
- Bilingualism (English and French) required.



QUALIFICATIONS, EDUCATION AND EXPERIENCE REQUIRED

- Post-secondary diploma in a related field, such as business administration or equivalent training acquired from a combination of relevant work experience and education
- 1-2 years of work experience in an office environment, or field related to employee benefits or equivalent
- Must possess strong computer skills and demonstrate a satisfactory level of keyboarding speed and accuracy.
- Experience in health benefit plans, pensions, or the financial services industry is considered an asset.

Note: The specific experience mentioned above will be considered during the selection process, but it is not mandatory. We encourage all qualified candidates to apply, regardless of their background in these specific areas.

At Ellement, we believe in investing in our business and operating it as effectively as we can. One of the best ways we know is by hiring great people. We also know that by investing in our employees and encouraging ongoing education, upgrading, and training, we're building an environment where staff feel supported, involved and engaged. We offer a challenging, team-oriented work environment, competitive compensation and benefits package, and ongoing support for your professional and personal growth.

Please submit your resume to recruiting@ellement.ca.

We thank all candidates who apply, however, only those selected for an interview will be contacted.

Job Type: Full-time, Permanent

Salary: \$50,000 - \$65,000 based on experience

Language Requirement:

- English required
- French required

Schedule:

- Monday to Friday

Work Location: In person

Application deadline: 2023-06-09