

## Pension Clerk

Employee Benefit Funds Administration Ltd. (EBFA) is a non-profit organization formed in 1993 to provide administrative services to multi-employer pension, health and welfare and education trust funds. EBFA oversees the pension benefits of 4,000 pensioners and approximately 8,000 vested/eligible electricians in the Electrical Industry Pension Trust Fund of Alberta. The Pension Clerk is a fulltime position working under the direction of the Pension Manager and Senior Pension Clerk.

### Job Duties

- Assist Plan Members with their pension plan inquiries. Provide customer service to Plan Members by phone, e-mails, correspondence, and in person
- Process all eligible Pension applications and entitlements, update records, and maintain proper storage of Pension files
- Research and investigate issues related to Pension applications, processes, and payments.
- Update data and correspondence of Pension files
- Prepare and maintain reports. and procedure manuals
- Do pension calculations
- Assist other staff with inter-department processes and inquiries
- Accurately and efficiently enter and maintain data from sources such as the Registration and Declaration of Beneficiary Form
- Training and other duties, as required
- Perform administrative duties, including, but not limited to, filing, mailing, and scanning

### Qualifications

- The ideal candidate will have a post-secondary degree or diploma
- Preferably with a minimum of 1 year's pension, benefits or other relevant experience
- Excellent customer service skills
- Able to work under pressure and meet deadlines:
- High level of skill using Excel, Word and Outlook
- Excellent math skills and high attention to detail
- Ability to multi-task and be detail orientated
- Strong telephone skills, effective written and verbal communication skills
- Positive and energetic attitude, excellent work ethic
- Able to maintain filing systems and basic databases

### Compensation

EBFA offers a competitive salary package, Health and Welfare benefits, Pension benefits, and an excellent work environment.

**Location:** Edmonton, AB (Must have your own transportation)

**Language:** English (Required)

To apply for this opportunity, please email your resume to [careers@ebfa.ca](mailto:careers@ebfa.ca)