



## Member Services Associate

Winnipeg, Manitoba

### TRAF Offers:

- Positive, diverse, equitable and inclusive work environment
- Competitive salary
- Comprehensive benefits package

### About TRAF:

The Teachers' Retirement Allowances Fund (TRAF) administers the defined benefit pension for approximately 40,000 active, former and retired teachers in the Manitoba public school system.

TRAF is committed to a diverse, equitable and inclusive workplace. Under *The Accessibility for Manitobans Act*, all applicants may request reasonable accommodation, which will be provided throughout the recruitment process.

### How to Apply:

Please apply online at [jobs.peoplefirsthr.com/#/jobs](https://jobs.peoplefirsthr.com/#/jobs).

For further information about this career opportunity, please contact Jenessa McCrae at [jmccrae@peoplefirsthr.com](mailto:jmccrae@peoplefirsthr.com).

***We thank all applicants for their interest; however, only those selected will be contacted for an interview.***

### Privacy Notice:

By applying, you consent to People First HR retaining your resume for up to seven (7) years to consider you for current and future opportunities. If you do not wish for your information to be kept on file, please email [jmccrae@peoplefirsthr.com](mailto:jmccrae@peoplefirsthr.com).

Located in downtown Winnipeg at The Forks, **TRAF** (Teachers' Retirement Allowances Fund) is seeking a professional, organized and service-oriented **Member Services Associate** (MSA). This position provides comprehensive member-facing and internal administrative support to the organization and members, helping to maintain smooth daily operations and enhance overall effectiveness. The MSA delivers technical front-line support to TRAF members who are accessing their Online Services application, ensuring efficient issue resolution and consistently upholding a high standard of service.

### As the Member Services Associate, you will:

- Provide front-line support to members by phone, email and in-person, assisting with general member queries, account access and navigation of the Online Services application.
- Coordinate and schedule appointments, ensuring a positive and efficient experience.
- Process member requests such as updates to contact information, pension deductions and document requests.
- Accurately document and track all member interactions and technical issues through the ticketing system.
- Perform reception and administrative duties, including greeting members, handling mail and processing daily cheques and member changes.
- Review and manage documents submitted through the Online Services portal, ensuring accuracy and confidentiality.
- Assist with data entry, document scanning and various reporting tasks.
- Maintain shared office and reception areas to ensure a welcoming environment.
- Contribute to process improvements and maintain high service standards for member satisfaction.

### You and Your Experience:

- 2-5 years of customer service or administrative experience.
- Strong customer service with patience and professionalism in member interactions.
- Excellent verbal and written communication skills suited to a range of audiences.
- Competency in troubleshooting both technical and non-technical issues.
- Proficiency with Microsoft 365 (Word, Excel, Teams) and familiarity with Atlassian tools (Confluence, Jira).
- Strong organizational skills, attention to detail and accuracy in data entry.
- Demonstrated aptitude in basic mathematics and sound problem-solving skills.
- Commitment to handling confidential and sensitive information with discretion.
- Experience in a pension-related industry, familiarity with Zendesk, and proficiency in French are considered assets.