



TEACHERS' RETIREMENT
ALLOWANCES FUND

Member Services Representative (Term)

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.

For further information about this career opportunity, please contact Jenessa McCrae at 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.

Located in downtown Winnipeg at The Forks, **TRAF** (Teachers' Retirement Allowances Fund) is seeking a professional, dedicated, analytical, and service-oriented individual to fill the position of **Member Services Representative (Term)** for a 12-to-18-month term.

The **Member Services Representative (Term)** works as part of the Member Services team and is responsible for assisting with the day-to-day administration of the pension plan, including calculations, correspondence, and member interactions.

As the Member Services Representative (Term), you will:

- Prepare accurate and complete individual member benefit calculations and correspondence (e.g., pension estimates, retirements) within established service standards.
- Assist with the efficient processing of documentation required to pay benefits.
- Respond to members' requests verbally and in writing with accuracy and in a timely fashion.
- Provide support to the Member Services department in organizing and preparing for seminars and appointments.
- Complete other projects and duties as assigned.

You and Your Experience:

- Post-secondary degree or diploma, preferably with a focus on actuarial science, mathematics or business, and a minimum of two years of related experience. An equivalent combination of education and experience will be considered.
- Certified Employee Benefits Specialist (CEBS) or Pension Plan Administration Certificate (PPAC) designation is an asset.
- Understanding of basic actuarial principles and knowledge of pension and tax legislation.
- Strong analytical, organizational and problem-solving skills.
- Superior written and verbal communication skills.
- Demonstrated proficiency with Microsoft Office, including Word and Excel.
- Fluency in French is an asset.

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HR SERVICES

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