



TEACHERS' RETIREMENT
ALLOWANCES FUND

Member Services Representative

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.

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**.

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

As the Member Services Representative, 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.