



Member Services Officer, Cayman Brac
Salary range: CI\$49,800 to CI\$66,984 per annum

Have you been wondering what your next career move will be? If you have been looking for a position, one that will be both challenging and satisfying, sometimes in the same moment, allowing you to be a problem solver by always being part of the solution; then look no further, come join the Public Service Pension Board.

The Public Service Pensions Board (PSPB) is a statutory authority established to administer the Public Service pension plans in the Cayman Islands. We are undergoing a pension transformation that started with the implementation of a new pension administration system and will continue with both a digital and paperless strategy that will bring our core business into the digital era. We want people who think outside the box because, for the chosen few, there is no box, just endless possibilities!

We are looking for someone who thrives in an environment that embraces change in their quest for best-in-class customer experience; an individual who asks the question “how can I make this better” and makes it happen; someone who cares about the members we serve and will strive for customer service excellence in all that they do. We need someone who can be the brand ambassador for the PSPB in Cayman Brac while also managing a full case load of pension administration work. Does this describe you? If so, we are looking for you to work in our Cayman Brac office as a Member Services Officer to support our entire PSPB Cayman operations. In this role you will provide high quality pension services (plan administration) to public service members, employees, and retirees.

Reporting to the Director, Plan Member Services, the key accountabilities for the job are as follows:

1. Acts as an initial resource person for active members or retirees on pension administration processes and pension plan provisions / calculations to ensure membership understanding of benefits and obligations.
2. Responds to inquiries, concerns, and complaints to ensure members understand a specific service and requirement.
3. Follows-up on membership inquiries, concerns and complaints or route members to the relevant type and level of service to ensure member satisfaction.

4. Processes new membership applications and opens new accounts, supporting these members with the necessary introductory information on the benefits and obligations of membership.
5. Updates existing accounts with changes in membership status (e.g., termination of employment, retirement, death, divorce, etc.), supporting members with the necessary information on the possible implications.
6. Calculates termination and retirement benefits and prepares benefit statements as well as ad hoc statements resulting from a variety of events (e.g., interim statement, death, divorce, etc.).
7. Attends public events in Cayman Brac on behalf of the PSPB to represent the Authority's brand and values.

Who are we looking for?

An agile, individual who is committed to delivering excellence in member services in an honest, fair and caring manner, particularly as it relates to our members, who also has the following:

1. A Bachelor's Degree in Business Administration or related discipline required.
2. DB and DC pensions administration experience is preferred.
3. 1-3 years of progressive experience ideally in client/customer service and pension-related jobs preferred.
4. Knowledge of how the government works and how public service pensions are managed is an asset.
5. Proficiency in Office Suite required.
6. Experience using a pension plan administrative application, or a financial/membership style database application would be considered an asset.

If the above describe you, we invite you to apply for this job. Joining the PSPB's Plan Administration and Member Services Team might just be the best career move you ever make. We offer an attractive compensation package including pension and medical. Salary will be commensurate with qualifications and experience.

Please send applications to recruitment@pspb.ky no later than:

Deadline for receipt of applications: April 07 , 2023