



## Client Service Associate

**The National Association of Federal Retirees** is the largest national advocacy group representing pensioners, their partners and survivors, from the federal public service, the Canadian Armed Forces, the Royal Canadian Mounted Police and federally appointed judges. We are a not-for-profit association with over 170,000 members in 79 branches across Canada and are supported by over 800 volunteers. Our National Office is located in Ottawa, Ontario. For more information about the Association, please visit [www.federalretirees.ca](http://www.federalretirees.ca)

The Client Services Associate reports to the Client Services Supervisor and is focused on delivering excellent, effective service that addresses the needs of our members, volunteers and the public. The incumbent responds to inquiries by phone, email and in person and for providing resolution whenever possible, or referral to the appropriate Association employee, partner or outside agency. This position also provides administrative support to the Membership group. The incumbent also serves as back-up to the other office support staff as required.

The successful applicant will have the following key attributes:

- A minimum of three years of experience in a client facing role
- Ability to interact/communicate effectively and professionally with internal and external customers
- Excellent telephone skills
- The ability to communicate in a professional manner in English and French
- Able to listen and read to understand core issues, and to deliver solutions in a clear and concise manner
- Able to deal with confidential data in a discreet and professional manner.
- Ability to work cooperatively with others to achieve team or organizational tasks and/or goals
- Good computer skills (includes word processing, spreadsheet utilization, and presentation software) and multi-line phone system skills
- The ability to perform basic reception and administrative support activities, such as mail processing and photocopying.

In addition, the following would be considered significant assets:

- Experience in the pension or benefits industry
- Experience working for a not-for profit volunteer-based organization

The Association offers an excellent benefit package, including a defined benefit pension plan and Health and Dental coverage. If you are interested in this rewarding opportunity, please submit your application to: [careers@federalretirees.ca](mailto:careers@federalretirees.ca). Please note that only candidates selected for an interview will be contacted.

The Association is committed to the fundamental principles of equitable employment opportunity and strives for fair and dignified treatment in all aspects, terms and conditions of employment without regard to race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, record of offences, marital status, family status or disability. We are committed to inclusive, barrier-free recruitment and selection processes, and work environment in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). We will be happy to work with applicants requesting accommodation at any stage of the hiring process.