



Client Service Associate

The National Association of Federal Retirees is the largest national advocacy group representing pensioners, their partners and survivors, from the public service, the Canadian Forces, the Royal Canadian Mounted Police and federally appointed judges. We are a not-for-profit association with over 165,000 members in 79 branches across Canada and are supported by over 1,000 volunteers.

The Association offers an excellent benefit package, including a defined benefit pension plan, paid sick leave, Health and Dental coverage, a wellness credit and support for professional development.

The National Office of the Association is seeking a dynamic Client Service Associate who is the first point of contact, the Client Services Associate is focused on delivering outstanding, 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 is responsible for providing resolution whenever possible, or referral to the appropriate Federal Retirees employee, partner or outside agency. This position also provides administrative support to the Communications and Marketing Department.

The successful applicant will have the following key attributes:

- Bilingual in French and English is required.
- Able to listen and read to understand core issues, and to deliver solutions in a clear and concise manner that will help improve our members' lives.
- Able to gain a strong understanding of administrative systems.
- Computer skills (includes word processing, spreadsheet utilization, and presentation software) and multi-line phone system skills.
- Experience in the pension, insurance, and/or finance industry is an asset, but not required.
- Able to interact and communicate effectively, respectfully and tactfully with internal and external customers.
- Able to quickly shift emotional gears to respond to a wide range of enquiries.
- Able to work cooperatively with others to achieve team or organizational tasks and/or goals.
- Able to deal with confidential data in a discreet and professional manner.
- Able to deal with challenging clients.
- Excellent telephone and interpersonal skills.

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 a 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.

Our National Office is located in Ottawa, Ontario. During the pandemic, and until further notice, all staff are working remotely.

If you are interested in this rewarding opportunity, please submit your application to: careers@federalretirees.ca. Please note that only candidates selected for an interview will be contacted.

For more information about the *National Association of Federal Retirees*, please visit www.federalretirees.ca