



WHO WE ARE LOOKING FOR:

The Winnipeg Civic Employees' Benefits Program is committed to providing exceptional service and operational excellence. As we continue to grow, we are seeking a highly motivated, analytical Manager of Member Services to join our leadership team. This position is pivotal in ensuring the accuracy of pension administration and providing the highest level of customer service to members and their beneficiaries.

If you are a dedicated leader who excels in a collaborative environment that values team development, and are committed to fostering a positive culture, ensuring operational excellence, and delivering exceptional service, this position is a perfect fit for you!

OUR COMMITMENT TO YOU:

- We are a team of dedicated professionals striving to create one of Canada's best-managed pension plans.
- We offer opportunities for continuous learning and leadership growth.
- We support your well-being through comprehensive physical, mental, and financial wellness programs.
- We are committed to Diversity, Equity, and Inclusion, fostering a workplace where everyone thrives.

WHAT WE OFFER YOU:

- A competitive salary and benefits package that includes vision and dental coverage, optional extended health benefits, generous vacation allotment and a defined benefit pension plan.
- Employee & Family Assistance Program (EFAP).
- Training and mentoring to support your career development with us.
- A growth trajectory that extends upward and outward, providing you with supplemental education and encouraging you to develop new skills.
- A strong work-life balance.

ABOUT THE WCEBP

With origins dating back more than 100 years, *The Winnipeg Civic Employees' Benefits Program* is comprised of a multi-employer pension plan with defined benefit components, and a long term disability plan. The City of Winnipeg and eight other employers participate in the *Program*. WCEBP also provides day-to-day administration services to the *Winnipeg Police Pension Plan*. Combined, WCEBP provides administration services to over 22,000 active and retired members and manages approximately \$9 billion in assets.

The *WCEBP* is committed to integrity, service excellence, and operating in the best interest of our Members. Our Vision is to be considered by Members and industry peers as one of the best-managed pension plan organizations in Canada.



WHAT YOU WILL DO:

Member Services:

- Ensure the accurate and timely provision of information to members.
- Manage workflow to ensure timely delivery of information and processing of pension and benefits (develop workflow tools, assign work, monitor work progress).
- Address member complaints and resolve escalated issues.

Quality Assurance:

- Develop and implement quality assurance processes and procedures to ensure accuracy, productivity and service levels are achieved and risks are mitigated.
- Perform technical reviews (may include consultation with external service providers) and provide direction regarding work processes and detailed responses to inquiries.
- Authorize payments.

Performance Management and Training:

- Develop and deliver training programs and provide daily training, mentoring and guidance, sharing real-time feedback (both to reinforce positive behaviour as well as developmental coaching).
- For each direct report, set annual performance objectives, conduct performance check-ins and complete performance reviews.
- Conduct regular operations meetings to ensure accurate, timely processing of pension and benefits and to check in on team morale, workload and continuous improvement ideas.



WHAT WE ARE LOOKING FOR?

- A post-secondary degree in commerce, business administration, economics, or mathematics, supplemented by eight or more years of defined benefit pension plan administration experience, including pension entitlement processing and customer service experience.
- Minimum 5 years of experience in a management or supervisory role, with a proven ability to lead teams, make strategic decisions, and drive operational success.
- A combination of equivalent education, training and experience may be considered.
- Completion of the Retirement Plans Associate (RPA) designation or other pension courses would be considered an asset.
- Demonstrated analytical, research, problem-solving and decision-making skills, with the ability to effectively and efficiently resolve member concerns and inquiries.
- Proven attention to detail and organization skills, with the skill to manage and meet competing and multiple deadlines while maintaining service level and accuracy.
- A flexible approach to work and a positive attitude, including the willingness and ability to learn and adapt to change.
- Proven self-starter, operating with a strong sense of urgency and a high level of integrity.

WHAT IS THE COMPENSATION?

\$105,040 – \$131,300 (based on qualifications and skills)

We thank all applicants, but only candidates selected for an interview will be contacted. Prior to starting employment with WCEBP, the selected candidate will be required to successfully complete a background check, which may include proof of education/qualifications and a criminal record check.



READY TO APPLY?

Please submit your cover letter and resume outlining your qualifications to WCEBP Human Resources, at email CarriePotts@winnipeg.ca, no later than **March 7, 2025**.