



## Member Care Administrator

This is the opportunity you've been searching for, with the elements you need to send your career in the right direction. At GFD, you will be working in a progressive forward-thinking financial services company that is growing quickly and has lots of opportunity for career growth and advancement. In this role you will gain exposure to service excellence and will contribute to the ongoing development of the only not-for-profit organization dedicated to serving bereavement professionals across the nation.

### SUMMARY OF POSITION

The Member Care Administrator is the first point of contact for the organization. Their primary responsibility is to respond to all incoming calls, emails and faxes on a timely basis in addition to proofing and workflow of incoming new business and claims applications. Escalating issues and providing required information to the Member Care Coordinator is also a function of the role.

### RESPONSIBILITIES

- Answer telephone calls within a call queue environment, taking full ownership of calls
- Monitor and manage emails received by the organization, taking full ownership of emails
- Investigate, probe, and resolve inquiries and complaints and update databases as required
- Ensure all requests comply with processing policies and procedures
- File customer requests and supporting documents into databases
- Processing of insurance claims
- Review all incoming online applications daily for approval or follow up with the Member
- Investigate incomplete requests on behalf of the processing team
- Liaise with insurance providers
- Additional administrative duties as required

### QUALIFICATIONS

**The incumbent must have proficient knowledge and demonstrate skills in the following areas:**

- Experience in the bereavement sector would be considered an asset
- Proven experience in high volume call environment
- Analytical and problem solving skills including attention to detail and high level of accuracy
- Ability to maintain confidentiality
- Comprehensive computer skills including good working knowledge of Microsoft office suite
- Should be resourceful, have strong organizational skills and work successfully with minimal supervision in a fast paced environment
- Ability to multi task, make decisions and take ownership of a situation
- Professional oral and written communications skills with an emphasis on grace and courtesy are essential
- Ability to produce error free, grammatically correct written communication
- Excellent interpersonal & team building skills

We are in the Bristol Circle neighbourhood of Oakville, with easy access to the 403, QEW and the Cineplex Oakville Entertainment Centrum. Our environment is friendly, flexible and inclusive. We offer a competitive compensation and benefits package which includes 100% coverage no fee dental, medical and vision coverage, and RRSP matching.

**Interested candidates should email resume and cover letter to [hr@gfd.org](mailto:hr@gfd.org)**