



CAREER CENTRE

MEMBER CARE ADMINISTRATOR

Located in the Bristol Circle neighbourhood of Oakville, with easy access to the 403, QEW and the Cineplex Oakville Entertainment Centrum, GFD is a not-for-profit organization dedicated to serving bereavement professionals across Canada. Our environment is friendly, flexible and inclusive. 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.

SUMMARY OF POSITION

This is a full-time position from Monday to Friday. The hours of work are from 9 am to 5 pm, subject to change within our operating hours of 8:30 am – 5 pm. The salary range is \$43,020 to a maximum of \$47,800 annually. In addition, we offer a competitive benefits package, paid vacation and a RRSP matching program.

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, investigate, probe and resolve inquiries, complaints and update databases as required; process insurance claims from our members, review incoming online applicants daily for follow-up, investigate incomplete requests as required and other administrative duties that may be assigned from time to time.

QUALIFICATIONS

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

- Minimum 3-4 years' experience in a customer service industry
- Minimum 1-2 years' experience in the bereavement sector would be considered an asset
- 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
- Excellent interpersonal & team building skills

Deadline for applications is August 28, 2020.

Please e-mail your resume and cover letter to hr@gfd.org and indicate Member Care Administrator in the subject line of your email.

Only those applicants chosen for an interview will be contacted.