



**The BF&M difference?**  
Insurance the way  
it should be.



**STRONG**

**PROGRESSIVE**

**GROWING**

Founded in 1903, the BF&M group of companies operates in Bermuda, Halifax and across the Caribbean. We take great pride in helping our customers protect what matters most, as well as giving back to the communities in which we work. We have the highest financial strength ratings in the markets in which we operate and can offer competitive compensation packages along with comprehensive benefits.

## Pension Administration Coordinator

**Reporting to the AVP, Retirement Benefits, the Pension Administration Coordinator is responsible for assisting the Pension Administration team in meeting their requirements of providing superior customer service to our customers.**

### **Job duties and responsibilities:**

- Coordinate the daily work flow to all pension administrators and service persons
- Coordinate the daily cash receipting and contribution controls
- Distribute mail on a daily basis, including assigning of work to administrators
- Serve as the point of contact for the customer service teams
- Interact with various data/information technology systems, including proprietary systems
- Research customer issues and refer to internal or external sources as necessary for resolution
- Ensure that filing and scanning are done daily
- Document any messages from the group voice mail and allocate to administrators
- Print, log, and distribute web investment change requests and interfund transfer requests upon receipt
- Prepare welcome kits and mail out to clients on a weekly basis
- Assisting Pension Administrators with other tasks, when required
- Assisting the AVP, Retirement Benefits in any special project that may arise

### **Skills and experience:**

- A Bachelor's Degree preferred or relevant work experience
- 2-3 years' experience in customer service. Previous experience in insurance industry would be preferred
- Proficiency in Microsoft Word and Excel
- Excellent verbal and written communication skills, with the ability to handle confidential issues
- Good analytical skills and attention to details
- Willingness to learn and assist in new areas
- Client-centric service philosophy with a strong focus on quality
- Must be a team player, with excellent organizational skills

### **Closing date: Wednesday, August 15, 2018**

Interested applicants should apply in writing with a resume to [bfmjobs@bfm.bm](mailto:bfmjobs@bfm.bm) or to Human Resources Generalist, BF&M Limited, P.O. Box HM 1007, Hamilton HM DX.



**INVESTORS  
IN PEOPLE**

**Gold**