



**Member Services Officer, Cayman Brac**  
**Part-time (5 mornings per week)**  
**Salary range: \$47,232.00 to \$ 58,392.00 pro-rated)**

The Public Service Pensions Board (PSPB) is a statutory authority established to administer the Public Service pension plans in the Cayman Islands. These include: the Public Service Pensions Plan, the Parliamentary Pensions Plan and the Judicial Pensions Plan. Both Defined Benefit and Defined Contribution types of provisions are involved.

We are looking for a Member Services Officer to work on a part-time basis (3.45 hours/day) in Cayman Brac; to provide high quality pension services (plan administration) to public service members, employees and retirees.

Reporting directly to the Chief Pension Officer, the key accountabilities for the job are as follows:

1. Acts as an initial resource person for active members or retirees on pension administration processes and pension plan provisions / calculations to ensure membership understanding of benefits and obligations in the Brac.
2. Responds to inquiries, concerns, and complaints to ensure members in the Brac understand a specific service and requirement.
3. Follows-up on membership inquiries, concerns and complains or route members to the relevant type and level of service to ensure member satisfaction in the Brac
4. Processes new membership applications in the Brac and opens new accounts, supporting these members with the necessary introductory information on the benefits and obligations of membership.
5. Updates existing accounts with changes in membership status (e.g., termination of employment, retirement, death, divorce, etc.), supporting members with the necessary information on the possible implications.
6. Calculates termination and retirement benefits and prepares benefit statements as well as ad hoc statements resulting from a variety of events (e.g., interim statement, death, divorce, etc.).

**Qualifications and Experience (at a minimum):**

1. A Bachelor's Degree in Business Administration or related discipline required. An internationally recognized pension certification (CEBS or PMI) is preferred.
2. DB and DC pensions administration experience is preferred
3. 1-3 years of progressive experience ideally in client/customer service and pension-related jobs preferred.
4. Knowledge of how the government works, how public service pensions are managed is an asset.
5. Interested in making PSPB's service more effective taking into account the needs of a range of public service employees and retirees
6. Proficiency in Office Suite required

The Board offers an attractive compensation package including pension and medical. Salary will be commensurate with qualification and experience. Please forward your Resume and three References that attests to your character and job-related activities to:

**The Chief HR and Operations Officer**  
**Public Service Pensions Board**  
P.O. Box 912,  
KY1 1103  
CAYMAN ISLANDS  
Email: [angella.bent-thomas@pspb.ky](mailto:angella.bent-thomas@pspb.ky)

**Deadline for receipt of application: August 24, 2018**