

PSPB recruits Assistant Member Services Officer

By Elphina Jones, GIS

The Public Service Pensions Board (PSPB) has recently appointed a new recruit to its Member Services team.

Jose Vasquez, 20, joins the team as a full-time assistant member services officer (AMSO) bringing its staffing complement up to 10, namely three AMSOs, four member services officers, two senior member services officers and a quality control officer.

In his first job since completing his two-year undergraduate associate degree in Business Administration, Jose's main duties are varied and customer-service focused. Reporting directly to one of the Senior Member Services Officers, the bulk of his duties involve helping public service members, employees and retirees. As well as dealing with calls and emails about general enquires, Jose also updates member records like revising changes in address and alternations in beneficiaries. He enrolls new members into the system and follows up on member queries to ensure the accuracy and completeness of member records.

"I am enjoying the variety of work being an AMSO offers and like that no two days are ever the same," said Jose.

His work as a customer service officer requires high levels of numeracy, attention to detail and clear communication skills to ensure that members' records are up to date. General office duties aside, Jose also undertakes project work assigned to him directly by the Chief Pensions Officer Stephen Nichols.

Adjusting to the pace and demands of working in a highly integrated office environment, means that Jose has had to adapt to strike a sustainable work-life balance. Time away from work most evenings is working towards his ongoing professional studies. While working with the PSPB, the Clifton Hunter alumnus is currently in the third year of his BA Accounting course at the University College of the Cayman Islands.

Willing and academically able, the Bodden Town resident has settled in quickly and has been pleasantly surprised by how approachable his co-workers are. "Everyone is so friendly and supportive at PSPB. I wasn't really expecting that," he said. "Both my colleagues and my supervisors really want to see me achieve and so I'm comfortable approaching them when it comes to learning new skills and improving old ones."

Away from the office and the lecture room, Jose is a budding entrepreneur. His chief pastime, when not playing or watching soccer, is researching the work practices and management culture of online business owners, especially how they make passive income.

“Working in my new job is really stretching me and giving me daily insights into the benefits and need for robust and client-centered pensions plans like those offered by PSPB,” Jose explained. “I’ve quickly come to appreciate that you are never too young to start investing in your retirement.”

Formed 25 years ago, the PSPB of the Cayman Islands manages the Public Service Pensions Plans, which currently have around 10,000 members. Contributors to and beneficiaries of the Public Service Pensions Plans consist of employees of the Cayman Islands Government, Statutory Authorities, Government Owned Companies, Parliamentarians and the Judiciary

Caption and photo Elphina Jones, GIS

Jose Vasquez: The Public Service Pensions Board’s newest recruit Assistant Member Services Officer Jose Vasquez.

