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File Number: 6004-8-70

**EMPLOYMENT OPPORTUNITY**

**Competition #:** HQO-18-072

**Open to:** This Category I unionized position is open to all interested parties. Preference will be granted in accordance with the Collective Agreement for the UNDE/PSAC local 682 bargaining unit for Category I NPF employees at CFMWS HQ.

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**Insurance Operations Clerk**  
Non-public Funds  
SISIP Financial  
Ottawa - Headquarters  
Permanent Full Time Position

**Who We Are:**

CFMWS is committed to enhancing the morale and welfare of the military community, ultimately contributing to the operational readiness and effectiveness of the Canadian Armed Forces (CAF). We pride ourselves on being part of the Defence Team. For more information on who we are, please visit us at [www.cfmws.com](http://www.cfmws.com).

**Job Summary:**

Under the supervision of the Operations Manager, the Insurance Operations Clerk logs applications, forms and documents in the Customer Relationship Management (CRM) database. She/He reviews, approves and processes life insurance application forms and documentation in accordance with financial and medical guidelines and operating procedures. She/He provides information to clients and SISIP Financial branch staffs regarding pay allotments, Long Term Disability (LTD) and Insurance products, coverage eligibility and named beneficiaries. She/He reviews insurance applications and verifies insurance coverage, premium calculations, and other insurance information to ensure accuracy. She/He liaises with clients to advise them of any deficiencies or discrepancies in completed forms.

**Qualifications:**

College Diploma or certificate in Business Administration or in a related field  
OR

High school diploma AND some years of experience in general insurance, office administration or in a related field  
OR

A demonstrated equivalent combination of education, training and/or experience. This includes but is not limited to demonstrated military education, training or experience

**Language requirement:** Bilingual Essential

<b>Second Official Language Proficiency (English and French Essential)</b>	
<i>Reading Comprehension</i>	3
<i>Written expression</i>	2
<i>Oral interaction</i>	3

Level: N/A(No proficiency), 1(Basic), 2(Functional), 3(Advanced), 4(Professional)

Posted / Affiché le : 11 June 2018 / 11 juin 2018  
Expires / Date de clôture : 22 June 2018 / 22 juin 2018



**Experience Requirements:**

- In office administration practices and procedures
- In a call center environment
- In electronic and manual filing systems
- In data entry, record-keeping, data retrieval and creating reports
- In proofreading and auditing records/files
- In drafting correspondence
- In scanning documents
- In indexing documents

**Benefits Available:**

Competitive Benefits including Defined Benefit Pension Plan & Savings plans (TFSA, RRSPs), Educational Assistance, Fitness facility, CANEX Privileges.

**Salary:** \$17.82/hr - \$24.82/hr

**Security:** Reliability Status

NPF employees must demonstrate the following shared competencies: client service, organizational knowledge, communication, innovation, teamwork and leadership.

**Employment Equity:** NPF is strongly committed to building a skilled and diverse workforce reflective of Canadian society. Therefore, we promote employment equity and encourage candidates to voluntarily self-identify on their application if they are members of a designated group (i.e. a woman, an Aboriginal person, a person with a disability or a visible minority).

**Start Date:** 07 August 2018

**Posting Date:** 11 June 2018

**Application Deadline:** 23:59 hrs Pacific Time on 22 June 2018

**Application Submission:** Submit resume to NPF HR Office quoting competition # HQO-18-072. Email: [recruiting@cfmws.com](mailto:recruiting@cfmws.com) or online: [www.cfmws.com](http://www.cfmws.com).

We thank all applicants in advance for their interest in this position, however, only those selected for an interview will be contacted.