



# Example of Pensions Administrator Job Description

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Our company is growing rapidly and is looking for a pensions administrator. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for pensions administrator

- Communicate effectively with client/members via the telephone, remembering each caller will have a different level of understanding
- To work with the Senior Pensions Administrators and the Pensions Team Manager to deliver requirements for Scheme Events and Projects within KPIs (time scales, deliverables, quality, sign off) and to input into the planning process
- To take ownership of the accuracy and quality of your own work
- Manual Calculations of benefits the customer will receive such as annual pension
- Handle pension queries by phone/letter/e-mail and call backs demonstrating excellent customer service at every opportunity
- Calculation and communication of member benefits
- Settlement of member benefits
- Dealing with day-to-day queries from Trustees, employers and members
- Completion of periodic pension scheme projects
- Maintenance of electronic member records

## Qualifications for pensions administrator

- Right attitude
- The successful candidate should have a minimum of three year's work experience providing administrative support in the financial services sector

- In total a minimum of 3 A levels at grade C or above or equivalent
- Experience of using Microsoft Office, Word and Excel applications
- Good interpersonal skills to ensure collaboration with administration, actuarial and consultancy team