

SENIOR PENSION OFFICER, MEMBER SERVICES – 1 Post
Reports To : MANAGER, PENSION ADMINISTRATION

Purpose of the Job

The Senior Pension Officer - Member Services, will be responsible for the design and implementation of innovative strategies aimed at improving member engagement and service delivery.

Key Responsibilities

- Proactively participate in the planning and implementation of the annual Member Education & Awareness (ME&A) program.
- Attend to member queries, complaints and concerns related processing and payment of benefits and provision of other pension administration services.
- Undertake monthly reconciliation of recoveries for post-retirement medical covers from the pensioners payroll.
- Promote uptake and enrolment of pensioners into the retirees' medical scheme.
- Handle queries, complaints and concerns on retirees' medical scheme.
- Undertake the annual registration of retiree and beneficiary pensioners through biometric verification system (BVS), and any other approved process.
- Maintain an updated register of suspended pensioners and undertake follow ups.
- Handle queries, complaints and concerns relating to processing of requests for funds from the Orphans Trustee Program (OTP).
- Actively participate in the planning and carrying out of member satisfaction surveys and other required studies undertaken either internally or outsourced.
- Preparation of the content for quarterly newsletter, flyers, information booklets and brochures.
- Liaison and follow ups with the insurance/brokers on provision of medical cover to retirees.
- Preparation of periodic update reports on post-retirement medical.
- Generation of required data for preparation of monthly and quarterly administration reports.
- Provision of required data for financial review, actuarial valuation and any other required information.
- Promote uptake of the Fund's online communication channels through creation of awareness, assisting members to register and resolution of user challenges.

- Preparation of required quarterly and periodic status update reports.

Candidate Profile

The job holder should possess the following minimum qualifications:

- Bachelor's degree in economics, Commerce, Mathematics, Statistics, Actuarial Science, Social Sciences or related discipline from a reputable university.
- A minimum of five (5) years' experience in pensions benefits administration.
- Proficiency in computer applications.

In addition, candidates should demonstrate the following personal traits and competencies:

- High-level interpersonal and cross-cultural skills, including ability to build consensus, alliances and collaborative relationships with sensitivity to diversity.
- Ability to be forward thinking and use technology and other modern tools to drive decision making and implementation.
- Interpersonal and cross-cultural skills, including ability to build collaborative relationships with sensitivity to diversity/inclusion.
- Creativity and innovation skills.
- Critical and analytical thinking and problem-solving skills.
- Interpersonal and cross-cultural skills, including ability to build collaborative relationships with sensitivity to diversity/inclusion.
- Good oral and written communication skills.
- Personal motivation and drive exhibited through commitment to hard work, continuous improvement and achievement of goals.

How to Apply

Interested and qualified candidates are advised to visit the Fund's website for detailed job descriptions for the roles at www.kppf.co.ke/careers/. Applications should be submitted through the link: <https://e-recruitment.kppf.co.ke> to be received not later than **Friday 11th March, 2025**.