



JOB DESCRIPTION & SPECIFICATIONS

JOB TITLE: Fund Administration Officer

DIVISION: Investments

DEPARTMENT: Fund Services Department, JMMBFM
Head Office, Kingston, Jamaica

SECTION/UNIT: Fund Administration

REPORTS DIRECTLY TO: Senior Fund Administrator

SCOPE OF JOB: To provide administrative support for the management of all Pension Fund/ Scheme, Mutual Funds, Unit Trust, Pooled Funds and Other Arrangements administered by JMMB or its related entities

IMMEDIATE REPORTEES: N/A

MAIN DUTIES & RESPONSIBILITIES:

- **Retirement Scheme**

JMMB RS Corporate

- Monitor email on a daily basis – contribution listing and payment confirmations
- Reconcile contributions received for corporate clients against listings; where there are discrepancies perform relevant investigations
- Support with processing contribution on Pension Admin System
- Perform daily reconciliation JMMB Bank Settlement Account and other bank accounts
- Liaise with Bank Recon/CP to verify bank confirmations for further credit to members corporate Fund 30 accounts & provide monthly report of outstanding contributions
- Respond to on-going queries from members, employers and pensioner's requirements

JMMB RS Retail

- Following up with retirement quotations, notifying CRO's, liaising with client to ensure completeness of retirement process
- Liaise and support branch network relating to client queries – merging records on UCS with pension system/ member enrolment/ switch requests/ leaver processing/ member update/ processing TV-ins and TV-outs, etc.
- Follow up with branches, to ensure upload of enrolment forms and supporting enrolment documents to UCS
- Daily reconciliation of invested contribution for JMMB RS Retail members between Fund Strategy Fund 30 Account and Pension Admin System

- **General – JMMB RS and Superannuation Plans**

- Support with reviewing transactions initiated on Pension Master Online (PMO) for execution in Work Manager (E.g. Switches, updates)
- Solicit retirement quotation from insurance companies and or actuarial firm
- Support collation of information to support administrator in the preparation of internal and external, regulatory and non-regulatory reports. Such as:
 - Reports to Tax Administration Jamaica (TAJ)
 - Annual Reports
 - Actuarial valuation Data
 - Trustee quarterly report
 - FSC's Certified Financial Report

- List of Selling Agents
 - Members' Hand Book
- Filing of Withholding Tax for Pension Funds, Pooled Funds and Individual Retired Members
- Follow up with Transfer Value-In and obtain relevant documentation from respective institution
- Assist with processing and execution of leavers' requests, which includes:
 - Preparing and distributing packages relating to death, transfer, retirement/ refund to members and/or Trustees
- Assist with preparation and distribution of Annual Benefit Statements and managing client queries after distribution
- Maintain log of client issues, maintaining a registry of action taken and obligations to be met, reporting periodically to the company head on action taken.
- Address question or concerns from Members/Trustees
- Act as relief support for Senior Fund Administrator/ Fund Administrator/ Utility Officer when necessary
- Support effective maintenance of filing room in line with established guidelines
- Liaise with Insurance Providers regarding confirmation of payment to pensioners
- In the event of a wind up, support the coordination and management of overall wind-up process for discontinued Plans. Duties include, but are not limited to, support the collation of relevant submissions to the FSC, Plan's actuary, Board of Trustees, TAJ and Members
- Monitor and execute member's requests via pension online portal in accordance with established Service Level Agreement
- Update pension systems with new enrolments, update requests and transfer details from external providers on behalf of existing members
- Log and solicit approvals for internal transfer transaction
- Support with pension payments current paid from the pension plan
- Drafts third party correspondence for review by relevant senior officers
- Assists with the movement of documents to facilitate and/or obtain authorized signatures.
- Provide support at seminars/functions structured to promotes Fund Services or the products solutions offered by JMMB
- Performs any other duties, which may be assigned from time to time.
- Promotes the JMMB's philosophy of the Vision of Love and its unique culture
- Is engaged in the transformation process for the continuous improvement of the JMMB and its associated companies.

EDUCATION, TRAINING & WORK EXPERIENCE REQUIRED:

- First Degree in Management Studies, Business Administration, or related field.
- At least two (2) years' work experience in a similar capacity.
- The Jamaican Securities Course would be a distinct asset
- Basic knowledge of the statutory regulations and Acts governing the operations, namely the Pension Act and Regulations, Money Laundering Act, Companies Act, Financial Institutions Act, and all other Acts governing the Financial Services

Sector.

- Proficiency in oral and written communication.
- Good level of proficiency in the use of computer, particularly spreadsheets.
- Proficiency in filing and record keeping
- Good research, analytical and presentation skills.
- High level of interpersonal skills.
- Detail oriented

AUTHORITY:

- Direct contact or liaison with Trustees, Administrators and Custodian
- Escalate situations needing direct team lead support
- To independently respond to internal clients using knowledge, creativity, initiative and sound judgement.
- To recommend an investigation of suspicious or missing documentation.
- To liaise with internal or external contacts to verify invoices received or query outstanding ones.
- To ensure care of documents received and create and maintain an up to date filing system.
- To research and bring to the Team Leader's attention matters of interest to the efficient operations of JMMBFM.
- To recommend solutions to problems or improvements to JMMB's continuous Improvement process both within and beyond his/her area of authority.
- To make recommendations for changes or the establishment of new, policies and procedures.
- Make recommendations to eliminate gaps between law and practice

LIAISES WITH: External and Internal contacts absolutely essential for carrying out the duties of this position. (E.g. CONTACT – Bank of Jamaica; FREQUENCY - daily/on-going; REASON - to confirm repurchases for JMMB; HOW – via telephone).

EXTERNALLY

FREQUENCY &
HOW

REASO
N

Not Applicable

INTERNALLY	FREQUENCY & HOW	REASON
Other departments/branches	Daily. Via telephone or in person.	To respond to requests for the retrieval of stored documents to facilitate research. To procure documents or to secure signatures
Branches	Daily. Via telephone.	

WORKING CONDITIONS: List both the positive and negative working conditions associated with this job (e.g. PHYSICAL - office environment, exposure to dust; SPECIAL - frequent travel, being on 24-hour call, numerous critical deadlines).

PHYSICAL	FREQUENCY	% OF TIME
Normal office environment.	Daily	100%

SPECIAL	FREQUENCY	% OF TIME
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Prepared by (name):	Signatures:	Date (dd/mm/yy):
Reviewed by Incumbent & Team Leader (names):	Signatures:	Date (dd/mm/yy):
Verified by Human Resources Dept (name):	Signature:	Date (dd/mm/yy):

JOB RATING FACTORS, WEIGHTING & SCORES			
1.	Knowledge [Education & Experience, Leadership & Management, Client Care]	20%	
2.	Problem Solving [Complexity, Freedom to act/Creativity]	20%	
3.	Responsibility & Accountability [Authority, Organizational Impact, Scope]	40%	
4.	Work Environment [Effort, Dexterity]	20%	
5.		100%	

CIRCLE the agreed post-Job Evaluation Grade/Level: 1 2 3 4 5 6 7 8 9 10 11 12

TM STM TL HOD STL ETL

Christopher Walker
Approved by (name):


Signature:

A 2021
Date (dd/mm/yy):