

PUNJAB PENSION FUND

Job Title	Employee Facilitation Officer
Reporting to	Assistant Manager Coordination & Administration
Qualification	Sixteen-years of education in business administration, mass communication, or equivalent from an HEC-recognized institution
Experience	At least three years' customer service or sales post qualification experience in the financial sector (Banking, Insurance, Mutual Funds, or Investment Management).
Supervision	None

Job Description:

- Facilitate the employee account opening process to ensure seamless transactions.
- Share comprehensive educational materials about the Defined Contribution Pension Scheme (DCPS) with employees, providing thorough explanations of DCPS features.
- Address employee complaints and swiftly resolve any issues related to Pension Fund Managers (PFMs), promptly escalating unresolved matters to the Assistant Manager Coordination and Administration for further action with PFMs.
- Respond to employee queries by proficiently handling questions and concerns regarding pension account performance and DCPS specifics.
- Disseminate educational materials and Frequently Asked Questions (FAQs) to employees, covering various aspects of DCPS, including the Voluntary Pension System (VPS), PFM selection, account opening procedures, online access, asset allocation policy decisions, understanding statements, updating personal information, and switching PFMs.
- Assist in coordinating efforts with the Pension Fund Managers (PFMs) to effectively resolve any issues related to DCPS or employee accounts.
- Undertake additional tasks assigned by the Head of the DCPS Unit to maintain operational efficiency and ensure optimal service delivery.