

Job Description

Job Information

Position Number:	297522
Job Title:	Pension Administrator
Grade:	NU03
Manager's Title:	Manager, Total Rewards
Department:	Human Resources
Month and Year:	December 2023

Job Summary

Provides a first point of contact for employees with pension enquiries. Responsible for supporting all aspects of pension documentation and administration from enrolment to settlement over the term of the employee's tenure in keeping with fiduciary obligations and legislative requirements owed to the employee, their spouse, their dependents and any other beneficiary that could claim a legal entitlement to the accrued benefit

Key Accountabilities

Relationship Management

- Responds to general enquires from faculty, staff and pensioners on pension benefits
- Responds to general questions regarding retirement, and termination options
- Communicates with faculty, staff, pensioners and assists in pension plan benefit distributions

Pension Administration

- Coordinates day-to-day administration of the pension plan from receiving and validating plan enrolment to distributing retirement notifications
- Maintains pension plan records and documents and ensures compliance with regulations
- Assists with the preparation of annual pension statements
- Provides calculation for termination and retirement options in compliance with the provisions of the plan text and relevant governing legislation
- Interprets the provisions of the pension plan text and any relevant legislation in order to ensure that the legislative and fiduciary obligations are met
- Exchanges information and undertakes reporting requirements relating to FSCO and CRA
- Collaborates with internal departments to ensure accuracy and maintenance of database. This includes coordinating updates, providing calculations, ensuring data integrity
- Coordinates benefit payments and final settlements with external stakeholders (banks, trustees, lawyers, family members) as circumstances dictate (death, divorce)

Governance and Reporting

- Assists with annual legislated tasks including calculating and coordinating the payment of various indexation adjustments, preparing and distributing pension statements and producing pension adjustments for T4s.
- Ensures the integrity of the database and information by performing regular data audits in order to ensure compliance with regulatory requirements

- Ensures that pension documentation is complete, valid and collected in accordance with best practices

Job Requirements

Core Knowledge, Education and Experience

- Knowledge of office administration policies, procedures and processes
- Knowledge of the Pension Benefits Act, Ontario (RSO 1990), Employment Standards Act, FSRA Pension regulations and CRA regulations and requirements
- Familiarity with the provisions of the Family Law Act, the Succession Act, Income Tax Act, Employment Insurance Act, the Canada Pension Plan, HR Policies and the various Collective Agreements in force at the university
- Knowledge of payroll administration procedures and processes
- Knowledge of collective agreements and HR policies
- Knowledge of office productivity software and databases, internet browsers and search engines, discipline-specific software, enterprise software, and technology devices
- Knowledge of Carleton University Retirement Plan Text is preferred

Education

- Completion of a Diploma in Human Resources or bachelor's degree will be preferred
- Pension Plan Administration Certificate (PPAC) or an RPA (Retirement Plans Administrator) or a C.E.B.S. (Certified Employee Benefit Specialist) designation a preferred asset

Experience

- Minimum of two years of previous experience with a pension plan or a role that requires the ability to produce complex calculations

Communication and Stakeholder Management

- Interacts across a range of stakeholders with a focus on the provision of administrative and operational support and the exchange, collection, and dissemination of information
- Builds and maintains relationships between and across academic units, business departments, and external stakeholders
- Responds to queries either in-person, through email, by telephone, or virtually
- Required to communicate complex information in a manner that can be understood by members with no expertise

Problem Solving and Decision Making

- Identifies issues, consults, collaborates, and follows policies, procedures, and processes
- Determines priorities and actions based on previous experience, understanding the nature of the work and through reliance on policies, procedures, and processes
- Prioritizes office activities in accordance with daily/weekly and annual schedule requiring adaption as demands and circumstances change
- Provides ideas and suggestions to improve work processes

Impact

- Contributes to the reputation of the department and of the university more broadly through interactions with internal and external stakeholders
- Supports the effective and efficient operations of the department effective oversight of priorities time management

- Protects the integrity of the pension fund by ensuring the accuracy of calculations and information provided to the plan members
- Ensures the timelines of deliverables and pension fund administration services in accordance with legislated requirements

Leadership and Development of Others

- Familiarizes new employees with tasks, duties, practices, and processes
- Assists with out-of-scope duties based on operational requirements
- Increases the awareness and understanding of this benefit across the membership

Physical, Visual, Auditory, and Concentration Demands

- Works in an environment with legislated deadlines which can lead to high stress
- Uses keyboards, mouse, computers/tablet, and other technology devices
- Responds to interruptions to workflow that impact concentration demands
- Spends significant time exposed to computer screens to accomplish work requirements

Working Environment

- May work in either office environment or a virtual environment as required

Manager's Signature: _____ **Date:** _____

Employee's Signature: _____ **Date:** _____