



## Pension Analyst, Data and Employer Services

The Alberta Teachers' Retirement Fund Board (ATRF) is an organization that takes pride in our outstanding investment management and exceptional plan member services, resulting in more than \$17 billion of assets under management on behalf of more than 80,000 plan members.

As a growing and diverse organization, we're building for the future and require the skills and talents of people like you. Join our team in Edmonton, Alberta and be part of a high-performing, collaborative group that shares a purpose and a commitment to excellence.

### **Opportunity**

In 2018, ATRF has embarked into a multi-year initiative called Project Lantern to ensure we continuously meet our evolving clients' expectations. Project Lantern is about assessing and modernizing how we deliver services to our members and employers for years to come. It is about understanding how our clients want to consume services, interact and transact with us in the future, while building on our existing solid foundation and service attributes that our clients appreciate. Enhanced experience for members, employers and ATRF staff is at the heart of this project.

We are seeking an enthusiastic Pension Analysts in Data and Employer Services to continue delivering exceptional Pension Services operations and allow resources to be allocated to Project Lantern. These permanent positions are members of the Pension Services team which has a broad responsibility in all aspects of the delivery of high quality pension services at ATRF.

### **Stakeholders**

The Pension Analysts will partner with key individuals in various departments across the organization and will interact on a day-to-day basis with plan members, beneficiaries, other representatives and employers.

### **Responsibilities**

**As a Pension Analyst in Data and Employer Services, you would be responsible for:**

- Ensuring timely and complete reporting of employer data by fostering relationships, including providing training to employers on the reporting software and reporting processes.
- Conducting reconciliations of the employer data and ensuring all required data for the administration of the plan are accurately reported and available for the benefit transactions.
- Data management, analytics and reporting.

### **Qualifications and Experience**

- A post-graduate diploma in business or other relevant field, plus at least two years of experience in pension administration or related experience.
- A Certified Employee Benefit Specialist (CEBS) or Pension Plan Administration Certificate (PPAC) designation or equivalent would be an asset.
- Exceptional customer service. Have an interest in working directly with plan members and employers in a professional and highly regulated industry.
- Strong communication skills, both oral and written. Being fluent in both French and English would be an asset.
- Self-motivated with strong organizational and time management skills, attention to detail, and the ability to multitask and prioritize.
- The ability to work efficiently and effectively in a team environment with minimal supervision.
- Strong analytical and problem-solving skills and a strong aptitude for math.
- Proficient in the use of Microsoft Office as well as the adaptability to learn in-house systems.
- The ability to identify inefficiencies with processes and recommend improvements.

As one of **Alberta's Top 75 Employers** for the last three consecutive years we offer a competitive compensation package which includes:

- 100% employer paid benefits, defined benefit pension plan, health & wellness spending accounts, paid volunteer time and much more.
- Excellent opportunities for professional growth and career development.
- Learning and development supported through ATRF's education reimbursement program.
- An engaging, inclusive culture where you can be you!

At ATRF, diversity is one of our core strengths. We are an organization that takes pride in ensuring the people we hire and the culture we create reflects and celebrates diversity of thought, background, and experience. Complete details are available on our website at [www.atrf.com](http://www.atrf.com).

To apply, submit resume and cover letter to [resumes@atrf.com](mailto:resumes@atrf.com). Attention: Amanda Murphy, Manager, Human Resources.

## **JOB PROFILE**

### **Pension Analyst, Data and Employer Services**

The Pension Analyst, Data and Employers Services is responsible for ensuring timely and complete reporting of data by fostering relationships, including providing training to employers on the reporting software and reporting process. This position is also responsible for conducting reconciliations of the employer data, data management, analytics and reporting. The Pension Analyst reports to the Team Lead, Data and Employer Services.

Working closely with other enabling functions and the Pension Services operations, the Pension Analyst, Data and Employer Services will:

- Determine eligibility and credit service for disabled members, communicate with disability insurance carriers and process adjustments as required.
- Generate the data file for the annual statements and other mass communication mailings for active, inactive, and retired members. Support the production and perform the necessary testing, proofing and analysis.
- Instruct employers on the application of ATRF's legislation, policies, and procedures.
- Assist employers in importing payroll files, resolving validation errors and submitting files electronically to ATRF and take necessary action to resolve errors. Train employers and help resolve issues to ensure monthly data are submitted accurately and timely.
- Monitor and respond to employers' inquiries.
- Perform quarterly and annual reconciliations of employer data and make necessary adjustments.
- Foster effective communication with employers, including helping with the production of the employer newsletters, website updates and other communication and training tools.
- Assist internal and external auditors with reviewing the controls established for employer reporting.
- Research and review members' service, salary, and/or contribution data when anomalies are found, including researching in archived files.
- Process, analyze, and reconcile routine data issues identified by the actuary, through ad hoc reports or Service Change Analysis.
- Generate and review the data file for the actuary.
- Prepare and analyze various reports, perform data analytics.
- Conduct the annual confirmation letter process for retired members.
- Administer the 0.6 rule for retired members teaching after retirement.

- Identify and test system problems, prepare problem reports, and propose solutions for review and approval to improve efficiencies and enhance the client experience.
- Assist with the drafting and review of procedural documentation.
- Participate in cross-training activities to provide back-up support.
- Constantly provides excellent customer service by building and maintaining positive relationships with other ATRF staff, employers and other stakeholders.

### **Qualifications**

- Diploma in business or related field plus a minimum of two years of experience in pension administration.
- Certified Employee Benefit Specialist designation or equivalent would be an asset.
- Interest in working directly with members and employers in a professional and highly regulated industry.
- Self-motivated with strong organizational skills, attention to detail, and the ability to multitask.
- Ability to work efficiently and effectively in a team environment with minimal supervision.
- Strong customer service and verbal and written communication skills. Being bilingual in both French and English would also be an asset.
- Strong analytical and problem-solving skills and a strong aptitude for math.
- The ability to identify inefficiencies with processes and recommend improvements.
- Proficiency with MS Office, particularly Excel, Word and Power Point.
- Strong verbal and written communication and presentation skills.
- Strong customer service orientation.