

The Ministry and Employment Unit of The United Church of Canada is seeking an individual to fill the role of Pension Administration Specialist on a full-time (35 hours/week) permanent basis.

- Opening Date: Jun 15, 2021
- Closing Date: June 28, 2021

Pension Administration Specialist, Ministry and Employment Unit

The Ministry and Employment Unit of The United Church of Canada is seeking an individual to fill the role of Pension Administration Specialist on a full-time (35 hours/week) permanent basis.

The General Council Office supports the ministry and mission of the pastoral charges, congregations, mission units, and regional councils and is the national expression of The United Church of Canada, working ecumenically and in global partnership, faithfully, collaboratively, and effectively.

The Ministry and Employment Unit ensures that the employment, compensation, and pastoral relations policies established by the General Council are upheld and federal/provincial employment standards are met. It also oversees both the pastoral charge and the General Council Office and regional council staff payroll services. The Office of Vocation, which is responsible for the assessment, candidacy and accreditation of ministry personnel, the standards of practice and ongoing oversight and, when necessary, discipline, of ministry personnel, is nested in the unit. Also, part of the unit is the governance and administration of the Pension Plan of The United Church of Canada.

The Pension Administration Specialist, as a member of the Pension & Benefits staff team, has responsibility to oversee day-to-day pension administration, which includes supervising the Pension Administrators. They provide in-depth expertise in pension analysis, with a detailed understanding of provincial and federal legislation as it relates to defined benefit pension plans. They will connect application of policy requirements to administration functionality, ensuring processes operate efficiently and effectively. The main areas of focus are:

1. Pension Administration - oversee the transactional elements of pension plan administration activities, manages and provides direction to staff, ensuring efficient administration; Responds to a wide range of inquiries from plan members and employers that have been escalated from pension administrators; Reviews and approves defined benefit pension calculations (e.g., retirement, termination) prepared by pension administrators for accuracy and timeliness. Performs pension calculations as required; Identifies and validates underlying pension plan data elements required to calculate benefits, ensuring compliance with the plan document; Validates and authorizes exceptional circumstances requiring manual calculations, and exercise judgment in these complex situations; Maintains integrity of plan participant data to ensure retirement plan information is accurate and administered in accordance with plan provisions and government regulations; Prepares and/or participates in government filings, plan audits, and other tax-reporting requirements, as necessary; Manages and performs, as required, data components to support year end tasks (i.e. pension statements, pension adjustments, actuarial valuation extracts) including data integrity, historical legacy information and coordination with various service providers; Ensures that the data flows between systems appropriately and that data integrity is maintained; Escalates issues to the Manager, Pension & Benefits, as needed; Recommends policy changes to the Manager and ensures manual is maintained to keep responsive to member needs within administrative realities; Maintains compliance with pension legislation, regulatory and internal processing requirements.

2. Supervision of Staff - responsible for supervision of Pension Administrators including conducting work reviews, managing performance and ensuring that staff have the necessary training, available departmental tools and resources in order to fulfill their roles. They are accountable for leading and developing a high performing, engaged, customer centric team by providing direction, coaching, mentoring and development to all individuals on the team. They ensure that the team provides prompt and accurate responses to Pension inquiries in a clear, timely and professional manner. They are responsible for the management of day-to-day pension operations including effective task delegation/work load balancing, as required.
3. General Reporting and Communication - maintains integrity of plan participant data to ensure retirement plan information is accurate and administered in accordance with plan provisions and government regulations; Prepares and/or participates in government filings, plan audits, and other tax-reporting requirements, as necessary; Manages and performs, as required, year-end tasks (i.e. pension statements, pension adjustments, premium rate changes) including coordination with various service providers; Responds to escalated member and constituency issues and resolves issues to the satisfaction of both parties; Ensures communication to plan members and their employers is in place regarding any updates/changes to the administration of the pension plans (e.g. Pension and Benefits Microsite); Assists with the pension annual statement process including but not limited to update, production and distribution for active, deferred, retired and survivor/beneficiary members; Assists with CRA reporting requirements; Acts as a resource in areas related to the administration of the pension plan including data integrity, historical legacy information, procedures and policies.

Qualifications: Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. The requirements listed below are representative of the knowledge, skill, education, experience and ability required.

- Post-secondary education with 6+ years recent defined benefit pension administration experience; CEB/CEBS/PPAC certification or working towards this certification is an asset;
- Extensive knowledge and experience in the administration of defined benefit pension plans in a large national organization or in the consulting field working with national organizations, (multi employer plans preferred);
- Expert knowledge of pension legislation in all provinces and ability to keep up to date with legislative changes;
- Strong organizational skills with the ability to prioritize;
- Strong verbal and written communication skills, with the ability to liaise with plan members, internal team members and service providers; French language skills would be an asset;
- Self-directed with the ability to meet legislated deadlines, high work volumes, complex procedures, and accuracy;
- Proficient user of all Microsoft Office applications, with advanced knowledge of Excel (expertise in working with and manipulating large data files);
- Critical thinking skills with exceptional analytical and problem-solving skills and attention to detail including implementation and execution of resolutions;
- Ability to work in a confidential environment showing tact, diplomacy, discretion, flexibility and patience resulting in client satisfaction.

As part of our ongoing commitment to the Accessibility for Ontarians with Disabilities Act, The United Church of Canada will provide assistance to employees who request accommodation throughout their employment with United Church of Canada, unless the position is deemed to be a bona fide

occupational requirement and/or to the point of undue hardship considering issues of health, safety and cost.

This position that works from the General Council Office located in Toronto, Ontario in an open area concept office under normal working conditions. They interact with lay staff, ministers, volunteers, executive officers. Manual dexterity required to use desktop computer and peripherals. Intermittent physical activity including sitting, standing, and lifting. Occasional overtime may be required.

Compensation

Salary will be based on skills and experience, within the category 6 position salary range of \$56,714.25 - \$75,618.57. Pension and group benefit plans coverage and annual vacation round out this compensation package.

How to Apply

Interested applicants are invited to submit their resume, quoting 'Application for Pension Administration Specialist position' in the subject line to: Ramona King rking@hr-connect.ca