

Job Title: Pension Admin Assistant
Department: Group Retirement Solutions
Location: Waterloo, ON
Employment Type: Full-time
Reports To: Head of Pension

About Union Benefits

Union Benefits is a unique, purpose-driven organization dedicated to supporting the health, wellness, and financial well-being of union members, their families, and our own team. For more than 40 years, we've proudly lived our union values as a company fully owned by the trust funds we serve. Our trustee boards represent members' interests and are supported by our expert teams, ensuring people remain at the centre of everything we do. We deliver innovative, at-cost pension and benefits solutions designed to truly put people first. Joining Union Benefits means becoming part of a collaborative, values-driven team that strengthens the financial security and well-being of thousands of Canadian workers every day.

About the Position

The Pension Administrative Support role is a key contributor to that purpose, providing efficient, detail-oriented, and compassionate administrative support to the Pension Administration team. This position is responsible for managing and triaging incoming pension-related correspondence, maintaining accurate and organized electronic and paper files, and assisting in the day-to-day operations of the Pension team. Working collaboratively with Pension Administrators to ensure plan compliance, accuracy of member records, and timely delivery of service and reporting. The successful candidate will thrive in a fast-paced, team-focused environment, embodying our values of diligence, trust, and excellence in every interaction.

What will you be doing?

- Triage the incoming emails for the pension email inbox and distribute to the appropriate pension administrator on the team
- Ensure all filing is complete and up to date
- Support moving paper files to electronic files
- Provide assistance when needed in the day-to-day activities of the pension team, including but not limited to:
- Supporting with the day-to-day administration activities in support of both Defined Benefit and Defined Contribution Pension Plans, as well as Group RRSP, plans.
- Support with communication and coordination with members, Union representatives, Actuaries, and Auditors regarding benefit entitlements, data, administration, and interpretations of Plan Provisions.
- Maintain up-to-date records for members.
- Supporting the team to work with our Actuarial firm to provide member data required for valuations and member statements.
- Support with ensuring that all documents are compliant and up to date, including but not limited to Plan Texts, Plan Booklets, etc.
- Support with tasks that ensure all processes and procedures are in place to ensure the Pension Plans are compliant in every way, including but not limited to missing members, booklets, etc.
- Support the team with completing compliance reporting, including Annual Information Returns, financial statements, etc.

- Assist with generating pension plan activity reports to support regular Plan Sponsor servicing meetings.
- Assist with preparing monthly contribution files for electronic uploading to banks and insurance carriers.

What is going to help you be successful?

- 1 + years of office administration experience; preferably in the insurance, benefits and pension industry
- Some knowledge of pension administration processes
- Excellent verbal and written communication skills
- Strong interpersonal skills
- Strong analytical skills
- Works well independently
- Able to prioritize workflow and meet deadlines
- Demonstrated intermediate-level knowledge of the Microsoft Office software suite (Excel, Word, etc.)

What's in it for you?

- Competitive salary within an expected range of: \$38,000 to \$50,000
- Comprehensive group benefits, including health, dental, and LTD, 100% paid by Union Benefits
- Pension plan with 7.5% employer contributions matched to your 2.5%
- Three weeks of paid vacation annually
- A challenging, meaningful, and rewarding work environment
- Work alongside a caring, collaborative group of humans who genuinely want to make a positive impact.

What you should know about our Recruitment & Selection Process:

- This posting is for an existing vacancy within our organization.
- We do **not** use artificial intelligence to screen, assess or select applicants.
- If you are selected for an interview, we will notify you within 45 calendar days of the date of your interview

At Union Benefits, we are dedicated to embodying the company values of Union, Nice, Excellent, Diligent, Trust, and Innovative in our everyday operations. We are committed to breaking down barriers and providing equal opportunities for all in employment. We are dedicated to working with applicants who require reasonable accommodation during the application process, ensuring that every candidate has the support they need to bring their best forward. To request accommodation, please reach out to hr@unionbenefits.ca, and rest assured that all information shared will be handled in accordance with applicable privacy laws and our company's policies.

Ready to make an impact?

Do you want to work with a team that takes its work seriously, but knows how to have fun doing it? Are you looking for an environment where you're valued, supported, and challenged to be your best? If so, we definitely want to hear from you! Please send us your resume in a Word, PDF, or Video formats to hr@unionbenefits.ca.

We sincerely thank all applicants for their interest. Due to the high volume of applications we receive, only those selected for an interview will be contacted. If you don't hear from us, please don't be discouraged. Your experience may be a better fit for a future opportunity, and we would be delighted for you to apply again.

Posting Date: January 7, 2026 (reposted)

Application Deadline: Until filled