



BILSLAND GRIFFITH
Benefit Administrators

Bilsland Griffith Benefit Administrators is a third party pension and benefit plan administrator based in Burnaby. We work closely with the members and Trustees of negotiated cost pension and benefits plans in delivering superior member service and accurate plan information.

Our clients, the trustees of health and welfare trusts, defined benefit and defined contribution plans, value our breadth of experience and attention to detail and service in administering their plans.

Our team is made up of pension and benefit administrators, data analysts, accountants, support staff and consultants, focusing on making sure that plan members understand the benefits that have been negotiated on their behalf.

Pension and Benefit Administrator

We have a full-time, permanent opportunity for an experienced pension administrator with a strong mathematical aptitude and the ability to understand and apply detailed pension plan provisions. Additionally, the role requires strong customer service skills as the successful candidate will deal directly with plan members in person and over the phone.

Intermediate Excel skills are required, along with strong math skills and an analytical aptitude.

Responsibilities will include:

Trustee Service

- Prepare meeting agendas and arrange for attendees at quarterly Board meetings.
- Work with executive assistant to prepare meeting material and distribute to Trustees and service providers.
- Prepare minutes of Trustee meetings.

Plan Member Service

- Communicate with and answer incoming calls from members as dictated by call volumes for clients as needed.
- Delegate meetings with members to administrators where possible and or meet in person and respond to inquiries and discuss options and answer questions.
- Assist in preparation and drafting of member communications including annual member pension statements, newsletters and Plan booklets.
- Seek to identify areas where service to clients could be improved.

Calculations

- Create templates for various calculations and update as needed.

- Death before retirement calculations.
- Marriage breakdown calculations.
- Send information and packages to clients as requested.

Records Management

- Maintain records for members, updating information as required.
- Notify all related service providers of any information changes.

Work Experience:

- At least five years of previous pension administration and customer service experience, preferably within a finance, pension, and/or analytics work environment.
- Some experience with leading a team and / or supervising the day to day activities of junior colleagues.

Education:

- Post-secondary education or formal training in pension and benefits administration, mathematics and or analytics.

Knowledge, Skills and Abilities:

- Strong understanding of pension legislation including Family Law Act (FLA) and Pension Benefits Standards Act.
- Advanced math and analytical skills.
- Demonstrated organizational skills to effectively prioritize workload and meet deadlines.
- Effective interpersonal and organizational skills and the ability to maintain effective working relationships.
- Strong listening, verbal and written communication skills to work effectively in an English work environment
- Ability to handle confidential information with tact and discretion.
- Working knowledge of basic record keeping and bookkeeping/accounting procedures.
- Intermediate skills using a variety of computerized software packages such as Microsoft Office Suite (e.g., Excel, Access, PowerPoint, Outlook), related databases and Internet.
- Enthusiasm for mentoring and developing junior administrators.

Work Location:

Our office, located at #1000 – 4445 Lougheed Hwy, Burnaby, BC V6C 0E4, is centrally located near the Brentwood Sky Train station for an easy commute from around the Lower Mainland.

Salary:

The salary range for the successful candidate is \$70,000 - \$80,000 depending on experience, and based on a 35-hour work week, Monday to Friday.

Benefits include:

- Benefits - Employer paid group benefit plan; EHC, dental, EAP and health spending account.
- RRSP - Company will make RRSP contributions.
- Bonus - Annual bonus based on performance.
- Paid time off.

Bilsland Griffith offers continuous growth and supports employees personal and professional development.

How to Apply:

We thank everyone for their interest in this role at Bilsland Griffith Benefit Administrators. Only the most suitable candidates will be contacted.

Interested applicants should provide a letter, stating experience, interest in the company and position as well as resume to: careers@bgbenefitsadmin.com.