



Who Are We?

ACAW Trust Funds is a jointly trustee organization that administers two major Trust Funds for unionized Carpenters and their families: the ACAW Pension Trust Fund and the ACAW Health & Wellness Trust Fund.

The Pension Trust Fund operates the Pension Plan, which provides retirement, disability, termination, and death benefits to eligible members. It is funded through employer contributions negotiated in collective agreements and held in trust. The Plan is governed by a Board of Trustees with equal representation from the Union and participating employers, and supported by professional advisors such as actuaries, legal counsel, and investment managers.

The Health & Wellness Trust Fund operates the Health & Wellness Plan which offers a wide range of insured and supplementary benefits, including dental, drug, hospital, vision, hearing, mental health, disability, and life insurance coverage. It is also funded through employer contributions and governed by a similar trust structure. The Trustees oversee all aspects of plan administration and eligibility, ensuring that benefits are delivered in accordance with the Plan Text.

Together, these plans are designed to support the financial and personal well-being of members throughout their working lives and into retirement.

Job Posting: Pension Services Representative

Job Type: Full Time

Work Setup: On-Site

Location: Edmonton, Alberta

Job Summary

Reporting to the Pension Team Lead, the Pension Services Representative plays a key role in supporting ACAW Trust Funds' mission by managing pension-related inquiries and processing applications for retirement, termination, death, and divorce. This position ensures accurate data handling and clear communication with members, helping them make informed decisions about their pension benefits.

Key Responsibilities

Application Processing & Management

- Process retirement, termination, death, and divorce applications with precision and timeliness.
- Prepare monthly payroll and cheque packaging for out-of-country pensioners, including transfer forms.
- Manage month-end processing and mailouts for terminations, deaths, and related payments.

Member Communication & Mailouts

- Provide pension benefit information to members and beneficiaries via meetings, calls, and emails.
- Coordinate major mailouts (annual statements, mass terminations, tax forms) with accuracy.
- Generate mailing lists and collaborate with Member Administration for packaging.

Data Reconciliation & Compliance

- Verify data across systems to support operations and tax filings.
- Work with Accounting to ensure data integrity across reports and systems.
- Resolve data discrepancies and ensure compliance with policies and regulations.

Record Maintenance & Digital Management

- Maintain member records, including banking and contact details.
- Prepare files for digital imaging and oversee quality control of digitized records.
- Ensure proper organization, archiving, and disposal of pension files per policy.

Document Review & Process Improvement

- Review and update template letters and internal procedures for compliance.
- Maintain pension-related content on the ACAW Trust Funds website.
- Identify and implement improvements in document and workflow efficiency.

Qualifications

- Required: Post-secondary diploma in a related field
- Alternatively Accepted: Equivalent work experience in pension administration, particularly within multi-employer pension fund environments, may be considered in place of formal education
- Preferred: Pension Plan Administration Certificate (PPAC), Certified Employee Benefit Specialist (CEBS)

Experience

- Required: 1–2 years of administrative experience

Skills

- Strong analytical and problem-solving abilities
- Excellent written and verbal communication
- High accuracy in data entry and processing
- Proficiency in Microsoft Office (Word, Excel, Access, PowerPoint, Outlook)
- Attention to detail in application processing and record maintenance
- Preferred: Knowledge of pension legislation and compliance

Benefits

At ACAW Trust Funds, we believe our strength lies in our people. We offer:

- A collaborative and supportive work environment
- Opportunities for professional development and continuous learning
- A comprehensive and fully employer-funded health, dental, drug, and vision benefits plan
- A fully employer-funded target benefit (defined benefit) pension plan
- A workplace culture that values growth, positivity, and purpose

Join a team that's making a meaningful difference in the lives of thousands of members. **Your future starts here.**

Submit your application to careers@acawtrustfunds.ca with “Pension Services Representative” in the subject line.