

Submit your application to **chloe.muller@uapp.ca** with the subject line "**Pension Administrator Application**".

*This position reports to the Pension Administration Manager and collaborates with other members of the UAPP team to foster a culture of discipline and determination. As a Pension Administrator, you will play a pivotal role in ensuring the smooth operation of the pension plan. Acting as a critical point of contact, you are responsible for managing records, addressing inquiries, and ensuring compliance with regulations.*

#### Duties and Responsibilities:

- Serve as the first point of contact to incoming inquiries from members, retirees, and beneficiaries about pension benefits.
- Prepare and validate pension benefit payment instructions for accuracy and completeness.
- Ensure timely submission of payment details to the pension payroll provider according to the agreed schedule.
- Investigate and resolve payment discrepancies, errors, or delays with the payroll provider.
- Generate reports on pension benefit distributions and payment status for internal review or auditing purposes as needed.
- Maintain monthly reconciliation reports for audit purposes and reporting.
- Manage team inbox.
- Coordinate appointments with plan participants, beneficiaries, and stakeholders to discuss pension options, benefits, or inquiries.
- Follow call centre scripts and guidelines for consistent communication.
- Perform termination calculations.
- Document all client interactions in a timely and accurate manner in the case management file.
- Resolve tier one client issues and complaints, escalating cases when necessary.
- Coordinate with other departments to facilitate smooth client service and support.
- Ensure compliance with pension regulations and organizational policies.
- Perform other duties, as required.

#### Required Qualification(s):

- Completion of post-secondary education preferably in Mathematics, Finance, or Administration.
- Proven experience in customer service, preferably within a financial services or pension environment.
- Exceptional communication skills, both verbal and written.
- Proficient in using computer systems and software applications related to client management.
- Strong organizational and time management skills, with strong attention to detail.
- Ability to work effectively in a team and maintain professional relationships with clients and colleagues.

**Preferred Qualification(s):**

- Experience in pension administration in a multiemployer environment.
- Certified Employee Benefit Specialist (CEBS) or Retirement Plans Associate (RPA) designation or working towards would be considered an asset.
- Strong understanding of the principles, concepts, and practices of pension plan administration, including the relevant acts, legislation, and guidelines related to pension plans.
- Advanced analytical and critical thinking skills.