

Please email your resume 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 primary call centre resource, handling a high volume of incoming inquiries from members, retirees, and beneficiaries, providing timely and professional responses related to 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 call centre and customer service experience, 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.