

Job Description



Job Title:	Manager, Pension Services
Department:	Human Resources
Reports To:	Executive Director, Human Resources
Jobs Reporting:	Pension Administrator, Pension Analyst
Salary Grade:	USG 11
Effective Date:	August 2011

Primary Purpose

The Manager, Pension Services is accountable for ensuring the effective implementation, communication and ongoing maintenance of the University of Waterloo pension program and supporting administration system. Manages the pension team and is accountable for ensuring the team provides effective, accurate and timely service to all stakeholders.

Key Accountabilities

Ensures All Pension Administrative Functions are Completed Accurately and On-time

- Accountable for ensuring all calculations and communications are accurate, effective and timely
- Ensures all complex, unique and sensitive issues are resolved working with the Assistant Director as required
- Attends P&B Committee meetings, is backup resource to the Committee, identifies items requiring the Committee's consideration and approval
- Leads the development and implementation of effective and efficient processes, practices and system capabilities to govern all pension activities
- Oversees the development and maintenance of all procedural documentation
- Provides expertise and advice to the pension team, HR department, Pension & Benefits committee, and the broader HR community
- Manages the pension services, service standards and measurement of service delivery
- Promotes and participates in the identification, development and implementation of projects to improve service quality, relationships, stakeholder satisfaction, timeliness of service delivery and staff performance

Ensure Pension System and its Functionality are Relevant and Current

- Acts as SME in the requirement gathering and analysis of the pension system's efficiency and functionality
- Develops and reviews written specifications for all changes required to the pension system
- Leads User acceptance testing and reviews all implementation changes
- The Manager Pension Services is responsible for keeping the pension system current and exploring the full extent of its functionality to the benefit of the HR department and plan members

Communication of Pension Program

- Ensures all communication material is up-to-date, accurate and understandable by stakeholders
- Prepares and presents pension information sessions
- Meets with faculty preparing for retirement to explain options and answer all their questions
- May be called on to meet with members given severance packages to explain pension implications
- Oversees preparation of future retirement reports, as well as past trends and special analysis to management across the university and P&B Committee

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- Develops and implements appropriate and effective communication processes and approaches to meet and exceed the needs of the various stakeholders
- The Manager Pension Services is also accountable for designing and implementing effective communication of the pension program to all stakeholders
- Provides support to campus management community in complex matters and policy interpretation related to the pension program

Ensures the Effective Utilization, Deployment and Development of People and Capital Resources:

- Deploys staff to productively meet department goals and objectives
- Coaches, trains and develops employees to assure growth and development of those individuals for the role, department and University
- Conducts Annual Performance Plans with direct reports, and ensures adherence to Annual Performance Planning and Review process within the department

Required Qualifications

Education

- University degree

Experience

- 8-10 years of progressive DB pension administration experience including 2-3 years in a management role and experience maintaining a DB pension administration system
- Demonstrated experience developing processes and supporting documentation and working with a diverse group of constituents
- Demonstrated analytical and problem solving experience in data management.

Knowledge/Skills/Abilities

- Strong knowledge of Ontario pension legislation and federal tax provisions applicable to registered pension plans
- Competencies include interpersonal and communication skills, analytical and problem solving skills, attention to detail, leadership skills
- Advanced skills in Microsoft Office suite
- Pension administration systems, reporting tools, PeopleSoft or similar enterprise HRM System

Nature and Scope

- **Contacts:** Internal communication with all employees to provide detailed information on complex issues and ensure understanding; with the pension team and all HR service teams to exchange information and collaborate with campus managers to present and discuss information, issues and problems. External communication with the consulting actuary, trustee, pension system provider to obtain, clarify and discuss information, issues and problems; lawyers, financial advisors, auditors, other RPP plan sponsors, pension industry, government and community associations to exchange and provide information; with regulators to provide information.
- **Level of Responsibility:** The position is an expert in their field and is responsible and accountable for managing the pension administration team as well as providing recommendations that the University may make decisions based upon. The position contributes to the department meeting the HR objectives.
- **Decision-Making Authority:** Responsible and accountable for resolving issues with process and systems to ensure compliance of the pension plans at the University using the Pension Plan text and relevant legislation as a guideline. Raises issues and provides recommendations to senior management in situations when decisions are required outside of normal process.

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- **Physical and Sensory Demands:** Minimal demands typical of a normal office environment.
 - **Working Environment:** Minimal exposure to disagreeable conditions typical of a normal office environment.