

Job Description

Job Title:	Manager, Pension Services
Department:	Human Resources
Reports To:	Director, Total Compensation
Jobs Reporting:	Pension Administrator, Pension Analyst, Pension Coop Student (3)
Salary Grade:	USG 12
Effective Date:	November 2020

Primary Purpose

The Manager, Pension Services oversees all functions related to the delivery of deferred compensation and corresponding pension services in adherence with strict deadlines and in accordance with government legislation and University policy and procedures. In collaboration with Director, Total Compensation participates in special projects to ensure effective, efficient, and compliant pension administration practices are developed and maintained; contributes to the achievement of Human Resources' departmental goals and professional services delivery.

Key Accountabilities

Remain Current and Conversant with Compliance Requirements, Trends, and Best Practices

- Maintain awareness of legislation, regulations, and standards related to pension administration in order to ensure compliance within area of responsibility
- Maintain awareness of best practices and emerging issues related to pension administration
- Participate in professional development to aid in ongoing knowledge and skills acquisition
- Provides senior level pension expertise, advice and guidance to all University stakeholders (Employee, Management, Leadership, Committee) in complex and sensitive matters and policy interpretation related to the pension program
- Support the creation of, and give feedback on, policies and guidelines affecting pension administration, ensuring compliance with government legislation

Manages the Effective and Accurate Execution of Pension Administration

- Oversee the administration and processing of all aspects of the registered pension plan and the payroll pension plan for the University, in accordance with the plan text and legislative requirements, ensuring pension payments are calculated and communicated accurately and on-time
- Provide final sign-off to monthly and year-end processing and communications with the trustee (CIBC Mellon), as well as the production and delivery of annual pension statements, ensuring completeness and compliance with strict deadlines
- Develop and review reports for the Pension & Benefits Committee in accordance with the annual workplan and ad hoc requests
- Develop and maintain all pension administration processes/procedures and documentation, focusing on best practice, compliance and continuous quality improvement
- Coordinate training of pension team to ensure consistent application of University policies and standard operating procedures and compliance with legislative requirements
- Manage the pension team, providing direction when higher level issues arise, and ensuring standard procedures are followed and service standards are achieved

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- Ensure all complex, unique, and sensitive issues are investigated and resolved, working with external entities (i.e. actuaries, auditors, regulators, etc) and campus partners or other HR colleagues, as required
- Participate in audits, providing support to the Pension team and acting as primary contact when necessary; design and implement internal controls to meet audit requirements; coordinate with HRPT team to design and obtain audit reports in Workday as required to support the pension administration function
- Continuously leads the analysis, measurement, review, development, and implementation of effective and efficient processes, practices and system capabilities to govern all pension activities to ensure quality and consistency and delivery against defined targets

Support the Effectiveness of the Pension Administration System Application

- On an ongoing basis, lead the development and analysis of the pension system's efficiency and functionality; provide reporting to the Pension & Benefits Committee as required
- Manage the vendor relationship with the external vendor of the pension administration system (i.e. Ariel, provided by Morneau Shepell) to:
 - define requirements (specifications) in accordance with the pension plan text and legislative requirements;
 - test configuration changes to ensure achievement of requirements;
 - resolve systems related issues as needed
 - evaluate and test the system and ongoing releases/updates on an ongoing basis to ensure functionality achieves requirements; and,
 - ensure appropriate controls are in place to maintain system security; and, grant or restrict access as needed.
- Ensure the system's configuration allows for accurate and compliant pension administration and calculations (commuted value, optional forms of pension, etc.)
- Support the Pension Analyst with working with HRPT and IST teams to resolve integration, processing, and coding issues impacting the data being fed from the HR/Payroll system (Workday) to Ariel; work with the other teams in HR to address and resolve issues, as required
- Train and educate the Pension team on processes within the Ariel application on an ongoing basis; cooperate with other teams to ensure understanding of pension administration requirements
- Oversee the audit of data on the system to ensure accuracy

Communication of Pension Program to all Stakeholders

- Ensure all communication material is current, accurate, and understandable by stakeholders
- With assistance from the pension team, prepares and presents information at sessions
- As necessary, meets with higher earners (faculty and staff) who are planning/preparing for retirement to explain options and answer all their questions
- Assist HR Partners as needed in preparing severance packages and meet with terminated employees who have been given severance packages to explain pension implications
- Oversee preparation of future retirement reports, as well as past trends and special analysis to University stakeholders
- Develops and implements appropriate and effective communication processes and approaches to meet and exceed the needs of various stakeholders

Ensure the Effective Utilization, Deployment, and Development of Staff

- Define and communicate internally set pension administration standards and procedures to ensure quality and consistency of services delivered

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- Deploy staff to most productively meet department goals and objectives in area of responsibility
- Coach, train and develop employees to assure growth and development of those individuals
- Conduct annual performance appraisal and conduct regular reviews with direct reports; ensure adherence to annual process within the pension team
- Approve and control the hiring, staffing, promotion, discipline and termination of pension employees
- Monitor and schedule vacations, overtime and other absences for the pension team and redistribute work as necessary to ensure customer service levels are maintained

Other duties as required

- Participates in HR cross functional review of processes and procedures to provide pension impacts, especially integration from Workday to Ariel configuration considerations
- Resource to the Pension & Benefits (P&B) Committee and other employee relations committees, and provides consultative assistance to campus on pension and other retirement related matters

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Three-year Post-secondary education (university degree preferred) in Human Resources, or similar course of study

Experience

- 7-10 years of progressive Defined Benefit (DB) pension administration experience, including the management of an inhouse pension system in a large scale, fast paced environment with a proven track record of achievement and success within the pension field
- 2-3 years of experience in the Higher Education sector preferred

Knowledge/Skills/Abilities

- Strong knowledge of Ontario pension legislation and federal tax provisions applicable to registered and unregistered pension plans
- Proven management skills and strong customer service focus
- Accuracy and attention to detail in work, proven analytical and problem-solving skills
- Strong oral and written communication skills, including process documentation development and delivery
- Ability to multi-task and prioritize work, at times with conflicting priorities
- Experience with Ariel or other in house DB pension administration system
- Experience with Workday or other in-house payroll system
- Intermediate skills in Microsoft Office suite (Word, Excel, PowerPoint, Teams, Outlook) and Adobe Pro

Nature and Scope

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- **Contacts:** Communicates with Pension team to ensure tasks are completed and deadlines are met. Keeps Director, Total Compensation informed of any issues requiring/under investigation. Works with a diverse group of constituents. Communicates internally with customers across all areas (Faculty, Staff, Non-faculty, CUPE, OPSEU, Students, Casual Employees) and campus departments to obtain information where clarification is needed, to answer inquiries, or to resolve escalated pension related issues. Works with HRPT and IST teams to develop and maintain the effectiveness of the Workday to Ariel integration. Communicates externally with government agencies (i.e. Financial Services Regulatory Authority of Ontario), consulting actuary (Aon), pension system provider (Morneau Shepell), trustee (CIBC), the university's auditors (Deloitte), and others (i.e. financial advisors, other RPP plan sponsors, government and community associations) to provide/receive information and resolve issues.
- **Level of Responsibility:** This position is responsible and accountable for the overall results of the pension team, ensuring that all processes and procedures are compliant and meet defined quality and service objectives. Works collaboratively with Director, Total Compensation to develop and initiate campus wide and department specific initiatives to ensure regulatory and compliance needs are met. Job has specialized skills and is the authoritative source for pension issues. Requires minimal supervision, and provides direct supervision to others.
- **Decision-Making Authority:** Responsible for establishing the priorities of the pension team and for developing and implementing best practices, including the supporting pension system (Ariel).
- **Physical and Sensory Demands:** Moderate sensory demands typical of a senior management position operating within a very busy customer focused office environment with constant interruptions.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a senior management position in a regular office environment. May be required to work additional hours during peak times and year end or in relation to system related emergencies. Will deal with sensitive situations.