

## Job Description

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<b>Job Title:</b>	Pension Analyst
<b>Department:</b>	Human Resources
<b>Reports To:</b>	Manager, Pension Services
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 8
<b>Effective Date:</b>	May 2022

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### **Primary Purpose**

The Pension Analyst is responsible for the effectiveness of the pension system, including ensuring its configuration is aligned with the plan provisions and populated with accurate and timely data from the HR system, providing technical support to end users, and working with IST and other teams within HR to identify and resolve integration, processing, and coding issues. The role is also accountable for supporting the Manager, Pension Services with the efficient and effective fulfilment of pension administration requirements.

### **Key Accountabilities**

#### **Ensure the configuration of the pension system is aligned with pension plan provisions**

- Maintain a deep understanding of the pension plan provisions and the corresponding requirements for the pension system, including both self-service and administration applications
- Assist with the maintenance of existing functionality within the pension system and testing/implementation of new/revised functionality within the self-service and administration applications of the pension system
- Assist with the identification and resolution of system inaccuracies/concerns
  - Articulate issues to, and ensure understanding by, the vendor
  - Obtain and analyze options available
  - Co-ordinate timely and accurate resolution, including user acceptance testing of changes prior to implementation in production
  - Update training materials for administration and self-service applications

#### **Ensure the accuracy and currency of member records in pension system database**

- Responsible for the monthly integration and the timely import of the resulting four files (HRIS, Post-Payroll, Address & Spouse, Beneficiary) generated by the HR system
  - Maintain a working understanding of the HR system, including coding and processing within each module by HR colleagues
  - Define and generate reports using established processes and tools to assist; maintain those processes and tools to ensure ongoing accurate and efficient interface support
  - Perform analyses, to compare the changes that would result from loading the import files
  - Identify issues, investigate data integrity, apply data corrections as necessary
  - Import the accurate data on a timely basis
- Create and maintain process documentation of monthly import function and activities involved
- Collaborate with colleagues to address opportunities for improvement (i.e. issues or concerns with the data provided through the integration), to limit the manual corrections required and enhance automation capability and confidence

- For issue resolutions that require revised integration configuration, work with HR and IST teams to coordinate resolution, conduct user acceptance testing for changes as required
- For issue resolutions that require revised processes or coding, work with HR teams to ensure awareness, understanding, revised action and updated procedure/training materials
- Monitor administrative scenarios, including audit of HR systems records and coding, and request corrections as required (e.g. internal status, opt out, multiple employment periods, Income Tax Act limit for leaves of absence/reduced workload, contribution reconciliation)
- Conduct regular audits of the data in the system to ensure accuracy and integrity
  - Review and research validation output reports, define and request custom HRMS reports, create and run custom pension system reports, and request/run HRMS queries, to analyze data for inconsistencies and identify problems/issues
  - Contact plan members and other stakeholders to address and resolve issues; resolve root cause of problems/issues, where possible
  - Provide reports to the Manager, Pension Services to enable oversight

### **Support the fulfillment of efficient and effective pension administration requirements**

- Conduct calendar year end data analysis and validation, perform all necessary data corrections, including communications with plan members, other stakeholders, and colleagues, as a prerequisite to enable the following accountabilities:
  - Pension Adjustments - calculation and preparation of pension adjustments for inclusion within annual tax slips; provision to payroll team in accordance with the timelines dictated by the annual tax slip issuance deadline; reconciliation to ensure alignment in aggregate figure between pension system and tax slips
  - Pension Statements – perform year-end calculation and prepare statements for active, retired and deferred members
  - Annual actuarial valuation – assist with preparation and validation of data files and reports for the Actuary, and assist with timely response to subsequent data queries received from the Actuary
  - Audit – assist with the pension fund audit through preparation of reports from Custodian's online report generator and respond to auditor's queries to provide clarification required
  - Annual filing – accurate and timely preparation and fulfilment of annual filing requirements
- Produce complex pension estimates (incl. Family Law Values, Transfer-In Proposals) and retroactive plan enrolment scenarios, including payment schedules for pension arrears situations
- Support the timely and accurate delivery of responses to inquiries, especially those relative to plan eligibility and contribution provisions; monitor the pension email and assist with responses to support the team's service delivery targets
- Assist with daily administration (i.e. options forms at termination/retirement/death) as necessary to maintain service delivery levels
- Create and maintain documentation to support pension administration requirements and processes to support its efficient and effective fulfilment

### **Other duties as required**

- Develop, maintain, and deliver/support delivery of presentations as required to support understanding of the pension arrangements (e.g. Staff orientation/onboarding sessions, lunch & learn sessions, department specific sessions)
- Participate in special projects to facilitate continuous improvement and improved business practices within the Office of the Associate Provost, Human Resources
- Other projects and administrative activities as requested

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*\*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**

<b>Education</b> <ul style="list-style-type: none"><li>• 4 year post-secondary qualification or equivalent education and experience</li></ul>
<b>Experience</b> <ul style="list-style-type: none"><li>• 5-7 years demonstrated analytical and problem-solving experience in pension related data management and information systems</li><li>• 5-7 years of progressive experience administering defined benefit pension plan</li><li>• Experience administering Ontario pension legislation and pension related provisions of the federal Income Tax Act</li><li>• Demonstrated customer service experience</li></ul>
<b>Knowledge/Skills/Abilities</b> <ul style="list-style-type: none"><li>• Competencies will include interpersonal and communication skills, analytical and problem-solving skills, attention to detail, and strong math skills.</li><li>• Intermediate/Advanced MS Word</li><li>• Advanced Excel skills for data analysis</li><li>• Intermediate level of understanding of PowerPoint</li><li>• Working knowledge of pension administration systems (Ariel)</li><li>• Working knowledge of Human Resources Management System (Workday)</li></ul>

### **Nature and Scope**

- **Contacts:** Internal communication with employees across all areas (Faculty, Staff, CUPE, Non-Faculty) to provide communication, training and support to all members and administrative users; regular communication with the HR teams and IST to support the information and computer systems of the pension team to ensure accurate, efficient and compliant self-service and administrative applications. External communication with pension system provider to ensure the self-service and administrative applications are accurate, efficient, and compliant, and occasional communication with the consulting actuaries.
- **Level of Responsibility:** The position is responsible for performing senior pension analyst and complex administrative responsibilities, and for providing support to the pension team in a timely and accurate fashion.
- **Decision-Making Authority:** Answering questions with facts that are known and for escalating all other inquiries.
- **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.