

*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.
- ❑ 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.

***Please email your resume to [chloe.muller@uapp.ca](mailto:chloe.muller@uapp.ca) with the title Pension Administrator Application.***