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| **SENIOR PENSION SPECIALIST**  **Department:** (Member Experience)  **Type:** Permanent  **Location:** (Toronto)  **Posting Date:** September 28, 2022 |
| At OPTrust, ***paying pensions today, preserving pensions for tomorrow*** is our mission and business.  When you choose OPTrust, you join a team of smart, talented people who fuel our success and have a passion for pensions. Everyone at OPTrust – from London, Toronto, and Sydney – makes a meaningful impact, our environment is fast paced, but we find time to have fun and give back to the community as well. Our strength resides in our team members with different backgrounds and perspectives creating an inclusive and fulfilling place to work for everyone. |
| **What OPTrust Offers You**   * Unique culture rooted in our core values – collaboration and teamwork, integrity, respect, flexibility, and excellence and continuous improvement – reflected across the team. * Dedicated business strategy for inclusion, diversity, and equity with multiple, meaningful opportunities to participate. * Flexible, hybrid work model being implemented to balance the benefits of working from home and the collaborative teamwork experience in the office. * Membership in our world-class defined benefit pension plan. * Professional development opportunities and learning initiatives including access to LinkedIn Learning, in-house speaker series, tuition reimbursement program and professional association memberships. * Comprehensive benefits package focused on your health and wellness, including dental, vision and extended health benefits. * Opportunity to take parental and adoptions leaves to spend time with family. * Competitive vacation package and time away from work such as work-life balance days.   **If you strive for excellence and continuous improvement, value a collaborative and flexible team culture, and approach everything with integrity and respect, then we invite you to apply to join our team!** |
| **About the Role**  This role is responsible for overseeing work processes, training programs and inventory management for the Member Experience department. The incumbent will be organizing and translating raw data into actionable insight, data workflow and the work-inventory management for the department to maintain service levels, productivity, and standards. This role also develops and oversees the execution of training programs, detects, recommends, and implements solutions to complex data integrity and pension administration issues with employers, internal business support partners and developers.  . |
| **What You’ll Do**   * Establishes, and co-ordinates internal work processes, procedures and controls related to the cycle of data interfaces and reconciliation, benefits statements, and various standard reporting requirements. * Prepares and delivers statistical reports and presentations on results/findings/ recommendations related to business process reviews, and ongoing data management functions, identifying and documenting trends and problems with data. * Responsible to ensure service transactions are managed appropriately, in compliance, service requirements are met, and all supporting documentation is maintained. * Provides technical information / guidance on matters such as pension legislation, reciprocal transfer agreements, and plan documentation as well as required administrative procedures * Relationship manager for members, employers, and internal business to support and resolve escalated technical and procedural issues. * Creates communication materials for various audiences such as members, union groups, employers, prospective employers, and internal staff for pension administration processes, and for pension plan education sessions. * Designs and develops training programs, training materials and conducts required training * Recommends and implements solutions for complex data integrity and pension administration problems and issues that arise. * Delivers pension information sessions to members and employers |
| **What You Bring**   * Post-Secondary Degree or Diploma * Completion of PPAC or CEBS certification required. * Advanced knowledge of pension plan administration and of related legislation/Plan provisions including the OPSEU Pension Plan text, the Pension Benefits Act, the Family Law Act, and federal statutes such as CPP, EI and the Income Tax Act. * Strong knowledge of database systems operations. * Excellent knowledge of MS Windows (Excel, PowerPoint). * Strong mathematical aptitude. * Proficient in research, analytical and reporting abilities. * Excellent organizational skills. * Self-starter with solid project leadership skills. * High degree of accountability and personal leadership. * Excellent interpersonal, verbal, and written communication skills. * Strong client service orientation to deal effectively with a wide variety of stakeholders with sensitivity, diplomacy, and tact. |
| Please submit your application via Workday by October 14, 2022 as per link below  <https://optrust.wd3.myworkdayjobs.com/en-US/OPTrust/details/Senior-Pension-Specialist_R514>  .  Serving a membership as diverse as ours and investing in a global market means cultivating an environment that embraces inclusion, diversity, and equity in everything we do. We know a diversity of backgrounds, cultures and perspectives are critical to creating long-term value. OPTrust is an organization engaged in building on our unique and diverse strengths. If you require an accommodation at any time during the recruitment process, or have preferred pronouns, please send a message to [careers@optrust.com](mailto:careers@optrust.com), or discuss your needs with the Recruitment Consultant during the telephone screen. We will do our best to work with you and provide appropriate accommodation.  We thank all interested applicants, however only those under consideration will be contacted. |