



Halifax Regional Municipality Pension Plan Job Posting – Pension Consultant (Full-Time)

The Halifax Regional Municipality Pension Plan Office is a busy and growing office dedicated to the effective operation of a \$1.8 billion pension fund serving approximately 10,000 plan members. The Pension Plan is a multi-employer defined benefit pension plan with an optional defined contribution component. Reporting to the Director of Plan Member Services, the Pension Consultant will work with the Plan Member Services team to provide high quality pension administration service.

The primary responsibility of the Pension Consultant will be ensuring the accurate and timely processing of all member transactions, such as retirement, termination, death, reciprocal transfers and service purchases; annual year end processing, and overall database management. The Pension Consultant will also be responsible for communicating with plan members and beneficiaries on their pension entitlements, and providing guidance and training to internal staff.

You have experience in pension administration and can quickly prioritize your day. You have an interest in working directly with plan members in a professional and highly regulated industry. You are self-motivated with strong organizational skills and an attention to detail. Being part of a 16-person office, you must be able to work efficiently and effectively in a team environment with minimal supervision and be willing to assist other team members when necessary. This position requires confidentiality, excellent communication skills and the ability to work with many stakeholders including Pension Office staff, members of the Pension Committee, service providers, plan members, and Participating Employers. Honesty, integrity and the ability to keep confidential information private are key requirements.

Duties and Responsibilities:

- Review calculations, correspondence and database updates for terminations, retirements, death benefits, reciprocal transfers and past service purchases; process and authorize benefit payments
- Ensure the effective flow of documentation for pension-related events
- Ensure service standards are met on all termination, retirement, death benefit and past service purchase transactions
- Maintain/create pension administration spreadsheets
- Assist in the annual year-end data collection process with the Participating Employers, annual data review/validations and preparation of Employee Statements
- Perform regular audits and reconciliations to ensure accuracy of benefit payments and pension records
- Provide excellent customer service by responding to plan member requests and questions in a satisfactory and timely manner
- Communicate and meet with plan members, former members and beneficiaries regarding benefit entitlements and processes
- Document member calls to provide necessary and detailed information for internal audit purposes and member satisfaction surveys
- Participate in the training and development of Plan Member Services staff

- Assist with preparation of member communications, forms and statements and website information
- Prepare and give presentations to plan member groups about the Plan
- Identify inefficiencies with pension administration processes and recommend improvements
- Communicate/meet with the pension plan's Participating Employers and external suppliers (third-party pension administrator and custodian)
- Liaise with regulatory bodies, consultants, and other relevant parties
- Maintain current knowledge of pension administration including its applicable legislative environment
- Perform other projects as assigned

Qualifications:

Education and Experience:

- Degree in Mathematics or Business Administration/Commerce plus at least five years of progressive experience in a defined benefit pension administration environment
- Enrolment in the Certified Employee Benefit Specialist program or attainment of designation is preferred
- A suitable combination of education and experience may be considered

Job Specific Knowledge:

- Excellent mathematical skills
- Understanding of actuarial principles, pension and tax legislation, plan provisions and documents
- Understanding of industry standard pension administration procedures, processes and terminology
- Excellent communication skills, both oral and written, to deal effectively with all stakeholders
- Strong customer service skills, positive attitude and good listening skills
- Ability to simplify complicated topics for plan members and employers
- Excellent time management skills, able to meet or exceed service standards
- Strong organizational skills with attention to detail
- Demonstrated problem solving and analytical thinking

Technical Skills:

- Proficiency and expertise in use of current computer technology and related software (MS Excel, MS Word, internet, and email systems, experience in MS PowerPoint and MS Access would be an asset)

SALARY:

Salary commensurate with education and experience; includes a competitive pension and benefit package.

To apply for this position, email your resume and cover letter to Lisa Tanner at tannerl@halifax.ca. Additional information about the Plan may be found at www.hrmpensionplan.ca. Only those candidates invited for an interview will be contacted.