

Officer, Employee Benefits and Pension
1 – Permanent Position
Compensation Services
Employee Services
Schedule II, Level 7
(Non-Union - 12 month)
\$77,579 - \$93,084

The Toronto District School Board adheres to equitable hiring, employment and promotion practices.

Reporting to the Manager, Compensation, Benefits and Pension Administration, the Officer, Employee Benefits and Pension will provide leadership for Plan Member Services and Leave Administration/Reporting.

The Officer, Benefits and Pension will:

- *Train, mentor and supervise staff in the Plan Member Services and Leave Administration Units to ensure this Unit provides timely, accurate and professional service to all employee groups (approximately 33,000 active and retired employees) in the area of Employee Benefits and Pension in accordance with established policies, pension regulations, Collective Agreement provisions and Terms and Conditions for designated employee groups;*
- *Develop training materials for departmental staff, document administrative policies/practices and SAP business processes;*
- *Ensure that benefits/pension program is communicated to TDSB employees as applicable to their specific groups, using appropriate communication methods;*
- *Participate as member of departmental Review Committee;*
- *Develop departmental service standards and ensure that these are met through on-going audits of business processes; and*
- *Liaise with internal staff (e.g. Employee Services, Legal, Managers/Administrators etc) and external contacts (Benefit and Pension Providers, Legal Counsel, Union representatives, etc).*

Summary of Duties:

- Responsible for the effective day to day administration of the TDSB Insured Benefits and Pension Plans;
- Responsible for the daily supervision of staff, including training and evaluation;
- Interview and recommend hiring of staff as required;
- Establish performance measurement criteria and evaluate staff and department performance;
- Participate in the grievance process as required;
- Ensure that training tools for the HRIS/Payroll system are up to date and reflect any process changes to the system;
- Ensure that operational manuals are current and reflect departmental decisions;
- Ensure that staff are fully informed and updated on any changes in Collective Agreements, Board protocols, arbitration settlements and Department initiatives to enable staff to respond to inquiries;
- Provide in-service sessions to staff as required;
- Ensure that the common delivery and administration of Insured Employee Benefits and Pension Plans is in compliance with Collective Agreements, Board protocols, policies of Insured Benefits underwriters, and regulations of Pension providers;
- Establish regular on-going audits of business processes to ensure that system data reflects changes requested by employees and identified benchmarks are met and that data integrity exists;
- Maintain records of audits conducted;
- Ensure that appropriate corrective action is processed in the HRIS/Payroll system and appropriate feedback is provided to staff;
- Provide interpretation, advice, and assistance to Managers and Principals in the area of Insured Employee Benefits and Pension Plans;
- Investigate escalated issues and ensure appropriate response to inquiries (both written and oral);
- Initiate and monitor necessary corrective actions, provides written follow-up ensuring that problems arising from questions about coverage are resolved in a timely manner;
- Bring to the attention of the internal Review Committee any potential concerns/issues;
- Provide resource support to the Manager and the Review Committee in developing protocols governing the administration of the Plans, in assessing impact of legislated changes in relation to day to day operations;

- Work with Manager and Review Committee to prepare for collective bargaining, grievances, etc as required;
- Liaise with Plan providers to ensure appropriate and effective adjudication of claims;
- As a member of the Review Committee provide assistance to the Manager in the design and implementation of technology to assist in the administration of the Plans;
- Provide leadership in fostering equity and inclusiveness in the development and implementation of programs and services;
- Maintain current with industry trends; and
- Other related duties as assigned.

Qualifications:

- University degree in directly related field (e.g. Business Administration, Human Resources Administration) with three years progressively responsible related experience administering benefit/pension programs in a large multi-site, multi-union environment or an equivalent combination of education and experience;
- Prior training and experience in implementing and administering benefit and pension programs;
- Training in conflict resolution/mediation;
- Knowledge and understanding of Board and/or departmental policies and procedures, collective agreements, employment/labour relations legislations;
- Proven ability to analyze situations, plan effectively, make decisions, and problem-solve;
- Proven ability to deal with sensitive situations;
- Successful supervisory experience with strong leadership, mentoring and team building skills;
- Knowledge of quality assurance and audit techniques;
- Demonstrated attention to detail and accuracy of results;
- Strong analytical and organizational skills;
- Project management and time management skills;
- Strong computer skills including e-mail, word-processing, spreadsheets, databases, HR/Payroll information systems, Financial Information System and presentation packages;
- Proven ability in promoting equitable practices which value inclusiveness and diversity; and
- Strong written, oral and interpersonal communication skills including report writing, presentation skills and group facilitation skills.

Assets:

- Certified Employee Benefit Specialist; and
- Functional familiarity with SAP HRIS/Payroll.

Location: This position is currently located at 5050 Yonge Street (wheelchair accessible).

Work Year: 12 month

Please note:

Applications **must** be submitted:

1. in resume form with a covering letter;
2. with Competition # SCH II-14-0036NE in the subject line of the email;
3. no later than 12:00 p.m. on February 13, 2014.

We strive to provide accommodation needs consistent with the Ontario Human Rights Code. Applicants are encouraged to make their needs for accommodation known in advance during the hiring process.

Only applicants selected for an interview will be contacted. Applications will not be acknowledged in writing.