

Benefit/Pension Assistant

1 – Acting Position

Business Services

CUPE Local 4400 Unit C - Grade J (12 Month)

\$29.40 - \$34.64 per hour

(It is anticipated that this acting assignment will end on December 31, 2024)

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

Reporting to the Officer, Employee Benefits and Pension, the Benefit/Pension Assistant, under the day-to-day direction of the Benefit/Pension Administrator, will provide accurate and timely service to plan members (active and retired) by:

- Assisting in the administration of the Toronto District School Board's insured employee benefits and pension plans, in accordance with policies, legislation and collective agreement provisions;*
- Providing information to plan members in order that plan members may make informed decisions;*
- Responding to plan member inquiries, concerns and complaints regarding insured benefits and pension plans; and*
- Ensuring complete and accurate documentation is maintained both through appropriate hard copy records and accurate data entry into the HR/Payroll System (SAP).*

Summary of Duties:

- Create and maintain accurate and detailed historical employee benefit and pension files and records, in accordance with legislative requirements and departmental procedures, including scanning enrolment applications to Group Life;
- Track and follow up on outstanding issues in a timely manner;
- Follow retention and purging records' schedules for resignations and retirements;
- Provide frontline response to inquiries regarding eligibility for enrolment and plan options, claims process as per relevant collective agreement Terms and Conditions (e.g, new hires, restrictions, status changes, leaves of absence);
- Ensure all pension transactions and events are processed for reporting to the Ontario Teachers' Pension Plan Board (OTPPB) and the Ontario Municipal Employees Retirement System (OMERS);
- Identify all approved leaves of absence without pay and any other absences (e.g., illness/suspension) which impact on pension credits and continuation of insured employee benefits;
- Develop and maintain a database and tracking process for all leaves of absence;
- Calculate required pension contributions and employee benefits premiums, and ensure the timely initiation of invoices and service election forms;
- Verify adjustments through payroll simulations, ensuring any required benefit adjustments are calculated and processed accurately and within required timelines;
- Review pension records to ensure proper pension deductions;
- Update and maintain accurate plan member benefit/pension information within SAP;
- Refer to Daily Activity Reports from the HR/Payroll application to ensure employee benefits are attached to the correct position and benefit full-time equivalents (FTEs) are validated;
- Meet audit requirements by verifying transactions on an on-going basis;

- Provide plan members with related documentation (e.g., tax receipts, student letters, etc.), and distribute TDSB-wide communication pertaining to various initiatives;
- Process plan member/dependent Group Life death claims;
- Prepare benefit enrolment packages applicable to circumstances;
- Conduct presentations for new employees;
- Administer and process the annual employee benefit enrolment for occasional teachers, replacement principals and vice principals and CUPE Unit B instructors;
- Administer and process the annual pension enrolment of employees as per the Pension Benefits Act, including mailing, monitoring returns, enrolment and follow up, as necessary;
- Other related duties as assigned.

Qualifications:

- Secondary school diploma plus one year of related additional course work (e.g., Computer Applications, Communications, Customer Service, etc.) with one year's related human resources experience (e.g., administering employee benefits and pension plans), or equivalent combination of education and experience;
- Proficiency and expertise in the use of computer technology (HR/Payroll systems, word processing, databases, spreadsheets, presentation packages, Internet and e-mail);
- Working knowledge of benefit and pension plan administration;
- Knowledge and understanding of Board and/or departmental policies and procedures, collective agreements and relevant pension legislation;
- Demonstrated records management, organization and problem-solving skills;
- Demonstrated sensitivity and ability to maintain confidential information;
- Strong written and oral communications skills to work with employees and external agencies;
- Demonstrated ability to communicate in a sensitive, courteous manner with a customer service focus;
- Strong interpersonal, teamwork and organizational skills, including presentation skills; and
- Proven ability to work under pressure in order to meet frequent/strict deadlines.

Location: 5050 Yonge Street (Wheelchair Accessible) (Hybrid Work Eligible)

Hours: 35 Hours per week

Work Year: 12 Months

Please note:

Applications **must** be submitted:

1. In résumé form with a covering letter as one single document to Application.Submission@tdsb.on.ca
2. With competition # **CUPE C-23-0297UTE** in the subject line
3. Apply no later than 4:30 p.m. on **December 13, 2023**

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

We strive to meet the accommodation needs of persons with disabilities. Applicants are encouraged to make their needs for accommodation known in advance during the hiring process.

The TDSB follows a hybrid work structure where some employees may be able to work remotely at times, based on operational requirements. Please refer to [Policy P103, Flexible Working Arrangements](#) for more information.