#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Manager, Pension, Benefits and Payroll

**Job Number:** X-154 | VIP: 1122

**Band:** EXEMPT-7

**Department:** Human Resources

**Supervisor Title:** Director, Pension, Benefits and Payroll

**Last Reviewed:**  July 16, 2024

#### **Job Purpose:**

Reporting to the Director, Pension, Benefits and Payroll, the Manager, Pension, Benefits and Payroll, provides financial, supervisory and administrative guidance to the Director, Pension, Benefits and Payroll, and is responsible for the day-to-day operation of Pension, Benefits and Payroll. Oversees all Payroll, Benefits, and Pension functions and programs, and provides direction and leadership to the Payroll, Benefits and Pension team. The incumbent is responsible for administration of pension and benefit plans by providing accurate, appropriate and timely administration services for faculty and staff. The job supports the administration of payroll services and payroll processing for all employee groups. This role is responsible for the management and development of a team of HR professionals, works closely with the entire Human Resources team and has a good knowledge of Human Resources Information Systems.

#### Key Activities:

##### Payroll, Pension and Benefits Program Oversight

* Is responsible for establishment of goals and objectives, with the aim of continuous improvement and overall coordination of pension, benefits and payroll.
* Leads payroll & benefits projects including policy, process and technology changes to increase accuracy & efficiency while ensuring compliance with applicable local regulations.
* Providing expert insight into design and optimization of programs.
* Interprets, applies and maintains current knowledge of all regulations, employment laws and other legislated requirements as related to pension, benefits and payroll.
* Management of vendors and consultants, including reviewing service levels and negotiating plan renewals, in order to obtain the best possible contract for employees
* Creation of effective communication plans to ensure our programs are well understood.
* Liaises with other departments, employees and managers to resolve escalated payroll, pension and benefits issues. Responds to various inquiries from internal and external stakeholders.
* Oversees and ensures a high degree of quality, data integrity and accurate and timely production of all payrolls and statutory remittances.
* Assists the Payroll Specialist to resolve payroll issues, VIP errors on pay simulation, payroll escalations etc.
* Runs the biweekly pay to ensure the auditor’s recommendation of “segregation of duties” is applied.
* Initiates policy or system changes related to the HRIS system, policies and procedures, with a focus on creating greater efficiency and improving customer service.
* Liaises with external auditors, overseeing the payroll audit.
* Coordinate with system/software provider(s) to implement changes to rates and rate formulas, new transaction codes etc. Leadership with implementation and ongoing maintenance of HRIS – including conversion, training, coordination of data input and integrity checks to ensure smooth transition.
* Responsible for the direct supervision of the Payroll Specialist Supervisor and, Benefits Advisor; hires, coaches, trains, supervises, ensures work tasks are completed on schedule within the applicable policies and procedures, conducts regular performance appraisals, approves vacation and lieu time requests, ensures adequate staffing levels during peak periods, and maintains and monitors attendance records.

##### Pension Administration

* Manages the administration of supplemental retirement arrangements for Faculty and Senior Management, and supports the Associate Vice-President, Financial Services in financial reporting matters in connection with these Retirement Plans.
* Acts as the primary contact for the University Pension Plan; responding to data questions and contribution discrepancies.
* Prepares and/or coordinates statutory reporting requirements, including monthly pension contributions to the University Pension Plan, pension adjustments for T4’s, and special payments.
* Prepares supporting analysis for the Faculty Supplemental Arrangement, and Voluntary Early Retirement Program for external audit and for actuarial valuations, and review by the Associate Vice-President Financial Services.
* Monitors the activities of the outsourced pension administration service to ensure accuracy of member information, provides payroll data analysis as required and co-ordinates data corrections with Payroll.
* Responsible for planning, and coordinating information sessions regarding the pension plan with the University Pension Plan so that members will be well informed regarding their retirement plans.
* Ensures that the Human Resources website is kept up-to-date with information pertinent to the University Pension Plan.
* Supports members, retirees, and beneficiaries as required to ensure they are able to access all questions, queries and issues with the University Pension Plan.
* Acts as a liaison between the University and the University Pension Plan by coordinating meetings, assisting with data and context required for special projects and providing administrative perspective.
* Liaises with the retiree association by providing information, as required.
* Ensures the University Pension Plan system is updated with all necessary data required to calculate termination packages, retirement packages, deaths, leaves etc.

##### Benefits Administration

* Responsible for all employee benefit plans at Trent; Life, LTD, Extended Health, Dental, Semi-Private, University Health Insurance Plan, Employee Assistance Plan, flex benefits, etc. Responsible for all related correspondence, employee education, reconciliations, report design and production.
* Provides strategic advice and data/cost analysis in support of the negotiation of benefit plans and collective bargaining.
* Interprets, applies and maintains current knowledge of all regulations, employment laws and other legislated requirements as related to benefit and pension plans.
* Maintains benefits involvement at the inter-university level.
* Responsible for overseeing and implementing policies and procedures for all protected leaves, vacation, and unpaid leaves
* Analyze and assess stick leave statistics to provide analysis and recommendations to PVP and Board of Governors
* Acts as the university’s benefits representative on CUPE committees, with all benefit providers and at the university level with the University Health insurance Plan and the University Life Insurance Plan.
* Responsible for timely filing and reviewing discrepancies of monthly WSIB premium remittances and annual reconciliation.
* Oversees management of employee accommodation, return to work planning, meetings and follow-up.

#### Education Required:

* Honours University Degree (4 year) required; working knowledge of basic accounting principles and policies.
* Payroll Compliance Practitioner (PCP) designation.
* Certified Employee Benefits Specialization Designation (CEBS) required.

#### Experience/Qualifications Required:

* Five (5) years’ experience in working with defined benefit pension plans and non-registered retirement arrangements.
* Five (5) years’ experience in working with benefit plans.
* Exercise judgment within the framework of the internal governance structure, the provisions of the pension plan, and related legislation and the terms of collective agreements.
* Proficiency in the use of MS Word and Excel required.
* Proven record of excellent communication skills (verbal and written) and client support.
* Excellent organizational, interpersonal, and analytical skills.
* Demonstrated skills in, and commitment to, customer service and continuous improvement
* High level of attention to detail, accuracy, and confidentiality required.
* Demonstrated tact, diplomacy, and objectivity.
* Ability to work under minimum supervision and as part of a team.
* Demonstrated ability to exercise good judgement, creativity, initiative and sound decision-making in applying and interpreting a variety of policies and procedures.
* Demonstrated ability to train, motivate and lead a team of full-time and contract staff.
* Demonstrated understanding of project management.
* Demonstrated experience in managing crisis situations, including immediate response to individual and community crises, and longer-term case management.
* Ability to interact and work with a wide variety of individuals and demonstrated appreciation and application of diversity and equity principles.

#### Supervision:

* Direct Responsibility for:
  + Payroll Specialist Supervisor (1)
  + Benefits Advisor (1)
* Indirect Responsibility for:
  + Contractors who provide service in Pension, Benefits and HRIS/Payroll

**Job Evaluation Factors:**

**Analytical Reasoning**

Well-developed analytical reasoning required to think through problems, assess options, understand and develop processes, communicate results and write reports on a diverse range of planning initiatives and special projects. Incumbent requires ability to interpret complex documents and apply principles.

* Responsible for assisting in the resolution of complex pay related problems such as call-in or over time grievances. Assists managers in understanding the complexities of the impact of such policies on rates of pay, interpreting ESA and collective agreements.
* Review of settlements for statutory compliance can be complex and involves knowledge of the ESA and relevant collective agreement language (where applicable).

Creating & changing/re-writing reports involving complex formulas – take desired outcome and decide what databases and database items are needed to formulate said outcome then determine whether or not formulas were successful in achieving this. If not, formulas need to be re-examined and modified until the desired result is obtained.

**Decision Making**

Use initiative in planning and organizing all work based on general guidance from Director, Pension, Benefits and Payroll regarding overall goals and objectives.

* Responsible for the design of systems that facilitate strategic planning.
* Responsible for accuracy of all reports and payroll and ultimately decides when process/review is complete.
* Decide whether or not to accept and process late changes/additional items with current pay run. If the decision is made to process a particular late item, it has to be done so knowing that all other late items must also be processed to remain fair and impartial.
* Responsible for deciding corrective action to be taken with staff.

**Impact**

Impact on the organization is significant and long term. Errors that go undetected may affect recommendations, decisions or actions, leading to a negative impact to the whole organization. Areas of potential impact could be in the organization’s reputation. Ultimately, there is a significant reputational and financial risk to the institution if the Manager, Pension, Benefits & Payroll is not strategic and effective in leadership and decision making.

**Communication**

Internal:

* Vice President, Administration and Finance
* Vice President (Academic) and Provost
* Vice President, Human Resources
* Associate Vice President, Financial Services
* IT Staff
* Directors, Senior Staff (especially finance)
* Deans
* Faculty
* Managers
* Local Union representatives

External:

* Pension Provider
* Benefit Providers
* HRIS/Payroll Provider
* Auditors
* Federal and provincial ministries and agencies

**Motor/ Sensory Skills**

* There is a requirement for a high level of precision in motor or sensory skills with some tolerance level. Job duties include keyboarding throughout the day and require dexterity involving attention to detail and accuracy.
* Hearing/Verbal - communicate effectively with internal and external audiences

**Effort**

Mental:

* Sustained concentration and focus – to complete complex work within tight deadlines and to read and interpret complex documents.

Physical:

* Long periods of sedentary work e.g. keyboarding, working on spreadsheets, inputting and verifying accuracy of detailed information, writing reports.

**Working Conditions**

Physical:

* Sitting for long periods of time

Psychological:

* The position involves stress related to the institutional dependence on data accuracy to make decisions that affect pension, benefits and payroll.
* Demands – dealing with conflicting priorities and deadlines
* Confrontation – dealing with difficult people
* Interruptions – frequent interruptions add to anxiety of meeting deadlines