

New

Ministry

Public Service Commission

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Pension and Benefits Analyst

Requested Class

Human Relations Level 2

Job Focus

Policy

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

SSPAS/CCB/BPP

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Mgr, Pension & Benefits

Supervisor's Current Class

Manager (Zone 2)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

Strategic Services and Public Agency Secretariat provides strategic direction, advice and oversight on design, development and administration of workforce policies and programs across the Alberta Public Service (APS).

The Compensation, Classification and Benefits Branch leads and provides strategic direction and oversight in the design, development and integration of corporate workforce policies and programs specific to classification, compensation, group benefits and pension through the provision of policy development, foresight, environmental scanning, stakeholder engagement, policy coordination and strategic advisory services.

Reporting to the Manager, Pension and Benefits Administration, the Pension and Benefits Analyst supports the efficient and solutions-focused administration of pension and employee group benefits.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

The Analyst provides interpretation of and support on the administrative policies and practices of the employee group benefits and pension plans to Ministry clients and stakeholders. This position prepares communications and information about the implementation of new and existing benefits, LTDI and pension

policies and procedures. The development and maintenance of on-going relationships with stakeholders and clients is an important aspect of this position.

Administer end-to-end process for group benefits and pension plans: Ensures efficient and effective benefits administration.

- Administers LTDI Severance agreements, Paid Up Life Insurance, Overage Dependent Students (monitoring of compliance with benefits policy), invoices, etc.
- Supports LTDI appeal extensions.
- Coordinates the annual open enrollment (Choice Time) and the Flexible Spending Account Credit Allocation time lines and processes, which includes facilitating meetings/presentations to a wide range of team members on various work sites.
- Monitors functioning and services of systems supporting administration of the Benefits, LTDI and pension plans.
- Develops and maintains documentation of procedures, administrative guidelines, reports, data tracking and reporting, including the maintenance of the website and web documents.
- Develops and recommends operational policies and procedures, in conjunction with Manager and Director, that are consistent with legislation, regulations, and PSC and GoA direction.
- Supports, Manager and PSC Finance with financial reconciliation, accruals, annual audit, and budget forecasting.
- Coordinates action as required for any debt owing to the LTDI plan funds.

Policy Operationalization: Interprets prescribed policies, procedures and guidelines in consultation with PSC Client Service Delivery and line department managers.

- Provides interpretation and support to Ministries on the administrative policies of the Long Term Disability Income Continuance Plan, Health Spending Account, Extended Medical, Prescription Drug, Life Insurance and Dental Benefit Plans. Involvement with interpretation and problem solving related to the public service pension plans may be required.
- Consults on disability management, including LTDI coverage, payments and processes.
- Liaises with Service Alberta Pay and Benefits, in collaboration with Manager, to ensure procedures and processes are understood and fully implemented.
- Assists with the formulation of policies and procedures pertaining to benefits, LTDI and pension.

Issues Management: Ensures day-to-day issues (including exception requests to benefit plan rules) are resolved according to prescribed policies and administrative guidelines.

- Resolves issues including escalating benefit issues, researches, troubleshoots and provides timely resolution ensuring the consistent application of policy across the APS.
- Responds to issues and questions and researches solutions/options within prescribed policy, ensuring consistent application of policy across the organization.

Communications: Develops effective and plain language communication tools to ensure benefits programs are easy to understand and meet the needs of a wide variety of audiences.

- Supports the creation of standard communications and resource materials to enable clients and APS employees to readily access information pertinent to their benefits.
- Establishes and maintains good working relationships with client ministries and stakeholders.
- Communicates with benefit Service Providers regarding client issues as required.
- Works with Branch leadership team to explain benefit program processes and procedures.
- Leads or assists in the development and facilitation of program-related training to build PSC capacity.

Problem Solving

Typical problems solved:

Resolves issues related to program delivery, involving policy/program interpretation. Review and recommend revisions of existing processes and directives and assist in developing appropriate communication strategies to client service delivery and ministry clients.

Types of guidance available for problem solving:

The position has the latitude to work within a broadly defined legislative requirements to recommend creative solutions to benefits issues based on research and investigation and the application of analytical and evaluative thinking. Guidance from Manager, Pension and Benefits Administration is available as required.

Direct or indirect impacts of decisions:

The Government of Alberta pension, benefits and LTDI frameworks impact all employees in government. This position plays a critical role in the seamless and efficient delivery of benefits to employees across the organization. Duties such as prompt payment of invoices to service providers such as Canada Life and Alberta Blue Cross, administration of Group Life Insurance and LTDI severance agreements and the detailed analysis and understanding of administrative and financial processes (audit, budget forecasting, reconciliations) contribute to client and vendor satisfaction.

Key Relationships

Major stakeholders and purpose of interactions:

Primary contacts are the Manager, Pension and Benefits Administration; Director, Benefit and Pension Policy and Benefits Policy Leads to provide strategic and technical support and recommendations technical support and recommendations as required on the development of pension, benefits and LTDI strategies, policies, regulations and issues, and information exchange procedures.

- Classification and Compensation Delivery Services Unit: to provide consultative advice, interpretation and process information on pension, benefits and LTDI related issues as required.
- Client Service Delivery Portfolio Directors and HR Business Partners: to provide policy and administrative interpretation.
- Service Alberta Pay and Benefits: to provide consultative advice, interpretation and process information on pension, benefits and LTDI related issues as required.
- Alberta Blue Cross and Canada Life: liaise to ensure quality service delivery, issues are addressed, problems are solved, employee cases are managed, and to coordinate training on retiree benefits, accurate data and reporting.
- Pension Administrators (Alberta Pension Services Corporation and PSPP Corporation): to coordinate pension education sessions (MEPP and PSPP).

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)	Business		

If other, specify:

business administration, life and health insurance, administration, human resources

Job-specific experience, technical competencies, certification and/or training:

- Minimum 4 years direct experience administering pension, benefits and disability administration within a large organization.
- Strong Microsoft Office skills with Advanced Excel Skills (e.g., v-lookups, pivot tables, if/then formulas, etc.).
- Solid understanding of applicable federal and provincial legislation, filing and compliance requirements.
- Have a solid understanding of end-to-end process(administration and program objectives) as it relates to pension and group benefit plan requirements.
- Strong attention to detail and ability to ensure accuracy along with analytical and numerical skills with basic familiarity with accounting fundamentals.
- Excellent communication skills (verbal and written) with a keen eye for meeting the needs of various audiences across the organization.
- Ability to work effectively with a team, self-directed and independently, and commitment to excellent client service with individuals at all levels of the organization.
- Experience in managing relationships with external vendors and key stakeholders.
- Exceptional analytical reasoning skills with the capacity to distill and translate key insights to inform recommendations and enable executive decision-making.
- Exceptional organizational skills to manage complex, diverse responsibilities and competing priorities in a

dynamic, fast-paced work environment.

- Ability to maintain a high level of confidentiality and exercise discretion; maintain confidentiality of sensitive information.

Assets:

- Certified Benefits Specialist (CEBS) designation is an asset.

- Disability management or long-term disability plan administration experience is an asset.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Systems Thinking	☐	☒	☐	☐	☐	Considers inter-relationships and emerging trends to attain goals: • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences	Incumbent requires systems thinking in order to consider the inter-relationship among different aspects of a process or system, including how they relate to other program areas. The incumbent must be able to consider trends when contributing innovative ideas to the development of policies, strategies and approaches.
Creative Problem Solving	☐	☒	☐	☐	☐	Focuses on continuous improvement and increasing breadth of insight: • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices	It is critical that the incumbent provide innovative solutions and advice, as well as support projects related to the development and maintenance of policy systems within the APS while keeping informed of best practices and challenging existing processes and procedures for continuous improvement and enhancement.
Drive for Results	☐	☒	☐	☐	☐	Works to exceed goals and partner with others to achieve objectives: • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations	Incumbent must take accountability for achieving results and determine the most effective way to achieve desired results.
Agility	☐	☒	☐	☐	☐	Works in a changing environment and takes	Incumbent must readily adapt to changing

		initiative to change: • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines	priorities as well as be able to operate in a dynamic environment. The incumbent must also be able to research and develop recommendations on policies, strategies and program design taking advantage of opportunities to readily adapt to changes required for organization success.
Develop Networks	○ ○ ● ○ ○	Leverages relationships to build input and perspective: • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships	Proactively connect and build trust with peers, ministry clients, service providers, jurisdictional contacts and other experts in their field.
Develop Self and Others	○ ● ○ ○ ○	Seeks out learning and knowledge-sharing opportunities: • Reflects on performance and identifies development opportunities • Takes initiative to stay current • Shares with the team even when not asked • Actively coaches and mentors direct reports	As the technical expert in their field, it is critical that the incumbent create an environment of learning and sharing expertise. Demonstrating the desire to invest in the development of the long-term capability of self and others is important to ensure program excellence.

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

H12HR03 - Human Resources Consultant
 H12HR04 - Workplace Health Consultant
 Human Resources Business Partner - HR2 position
 Compensation Analyst - HR2 position in Total Compensation & JE Policy