



POSITION DESCRIPTION

Title: Data Services Coordinator
Department: Data Services
Immediate supervisor: Team Leader Data Services

CORE ACCOUNTABILITY:

An effective Data Services Coordinator is the lead in ensuring timely service to the organization and external clients. Over time (6-12 months), a Data Services Coordinator is expected to have a solid understanding of the internal pension system (PIBA), on line payroll interface (POLLS), employer payroll interface process and should also understand:

- pension plan rules, and insurance eligibility;
- how to recognize inconsistencies in the data which could affect the delivery of employee statements, pension estimates, purchase of service costings, marriage breakdown files, insurance claims, and other pension related transactions;
- payroll systems and how they interface with internal database system, recognizing data requirements; and
- interest calculations and a basic concept of pension benefits.

A Data Services Coordinator must continue to learn and increase their understanding of the pension and employee benefits business as well as how their role and work impacts the organization.

MAJOR RESPONSIBILITIES:

Working as a member of a team in providing quality customer service to Internal and external clients, the Data Services Coordinator will respond to internal and employer questions (telephone or email) with respect to the employer payroll data. This includes: receiving and auditing employer payrolls in a timely manner; preparing and investigating mandatory contribution cases; processing all prior year refunds and data corrections in PIBA; authorizing data corrections prepared by other Data Services Coordinator's; investigating exception reports and identifying errors in data (ie.: eligibility, calculations of pension contributions or insurance premiums and coverage); and annual pre-statement work to ensure data is correct prior to the release of Employee Benefit Statements. The Data Services Coordinator provides on-site training to employers, POLS users and fellow co-workers as required.

COMPETENCY PROFILE:

1. High School Diploma and three years related experience
2. Experience in accounting, payroll, and/or employee benefits
3. Strong customer service experience and the desire to provide excellent customer service
4. Effective Communication skills
5. Strong analytical and problem-solving skills