



COLLECTIVE AGREEMENT

- between -

**LIUNA PENSION FUND OF CENTRAL
AND EASTERN CANADA**

(Hereinafter referred to as the "Employer")

- and -

**CANADIAN OFFICE AND PROFESSIONAL EMPLOYEES
UNION, LOCAL 343**

(Hereinafter referred to as the "Union")

2020 to 2023

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COLLECTIVE AGREEMENT

Between:

LIUNA PENSION FUND OF CENTRAL AND EASTERN CANADA
(Hereinafter referred to as the "Employer")

- And -

CANADIAN OFFICE AND PROFESSIONAL EMPLOYEES UNION, LOCAL 343
(Hereinafter referred to as the "Union")

Now, therefore, it is agreed by and between the parties hereto:

ARTICLE 1 - RECOGNITION AND SCOPE

- 1.01 The Employer recognizes the Union as the sole and exclusive bargaining agent for all its employees save and except those employees who are in an administrative, managerial, systems and confidential positions.

ARTICLE 2 - UNION SECURITY

- 2.01 All employees coming within the bargaining unit who have served their probationary period of one hundred and eighty (180) days shall be required, as a condition of employment, to become and remain a member of the Union in good standing during the term of this Agreement. When interviewing job applicants, the Employer will advise them of this requirement. All employees shall pay Union dues upon hiring. Probationary period is 180 days and is a condition of employment. If a probationary employee is released before 180 days the grievance, if it arises, shall not be arbitrated/arbitrable.
- 2.02 Each employee shall, when working in a position within the bargaining unit described in Section 1.01 above, be required, as a condition of employment, to have the regular monthly Union dues checked off. The Employer agrees to make such deductions from each pay and to remit same not later than the twentieth of the month following to the office of the COPE, Local 343, naming the employees for whom deductions were made.

ARTICLE 3 - SENIORITY

- 3.01 Seniority shall be accumulated on the basis of length of service in the:

- a) Administration Department
- b) Contribution Control Department
- c) Pension Benefits Department
- d) Data and Communications Department

And shall be accorded to each employee upon completion of the probationary period of one hundred and eighty (180) days, effective from the first day of employment.

- 3.02 For the purpose of defining the application of departmental seniority, it shall be recognized that:

- a) An employee transferred by the Employer from one department to another shall carry over

and retain their seniority in his or her previous department.

- 3.03 During the term of the one hundred and eighty (180) day probationary period, employees shall be entitled to be paid the wage rates as set out in this Agreement. Employment may be terminated at any time during the probationary period of one hundred and eighty (180) days without any recourse whatsoever.
- 3.04 In lay-offs, seniority shall be the main consideration, provided the employee's ability is sufficient to perform the work required in that department.
- 3.05 Seniority shall be considered broken when an employee voluntarily leaves the service of the Employer or is discharged for just cause and such discharge is not reversed by the grievance procedure.
- 3.06 Employees shall have recall rights for a period equal to their seniority to a maximum of six (6) months from their date of lay-off. Employees shall be recalled from lay-off in reverse order provided they have the ability to perform the work satisfactorily.
- 3.07 An employee who does not return to work for the Employer, after being properly notified by registered mail at his/her last known address, within five (5) working days shall lose his/her seniority status.
- 3.08 The Employer agrees to provide the Union with a seniority list in the first week of January of each year.

ARTICLE 4 - PROMOTIONS, DEMOTIONS, TRANSFERS AND HIRING OF NEW EMPLOYEES

- 4.01 Promotion is hereby defined as a move from a lower grade to a higher grade. It is the intention of the Employer to fill job vacancies first from within a department, providing there are employees available with the necessary qualifications and skills to fill the vacant position before considering new employees. The Employer has the sole right to determine the qualifications required for positions in the bargaining unit.
- 4.02 Notice of all job vacancies shall be posted on the Board of the Employer for a period of five (5) working days, outlining job titles, labour grade and general description of duties required, qualifications and skills. Interested employees may make application during this five (5) day period for consideration. The Employer agrees to advise the applicants within five (5) working days following, of its decision.
- 4.03 In the event no applicant in the bargaining unit is deemed qualified to satisfactorily perform the work, the Employer may fill the position from any source.
- 4.04 Promotions, demotions and transfers are considered on the basis of seniority, skills and qualifications in each department. In the event two or more employees have the same relative qualifications, the employee with most seniority shall be selected. An employee who is promoted to a higher position shall receive the minimum salary of the new job classification or the present salary whichever is higher, for a trial period of a minimum of four (4) weeks up to three (3) months.

For the Pension Benefits Department positions the trial period shall be six (6) months.

- 4.05 In the event the Employer decides to engage additional staff, the Employer will advise the COPE Local 343 in order to afford the Union an opportunity of having members make applications for such employment and present themselves for an interview, it being clearly understood and agreed that the Employer can engage its required staff from any source at its sole discretion.

ARTICLE 5 - HOURS OF WORK AND OVERTIME

- 5.01 The work week shall be from Monday to Friday inclusive as follows:

- (i) Hours of work shall be between 8:00 a.m. and 4:30 p.m. (35 hours per week). Starting times and quitting times to be scheduled by the Employer. Work schedules will be posted two (2) weeks in advance. The Employer agrees to advise of any proposed changes prior to posting of the notice.
- 5.02 Employees required by proper authority to work on Saturday or Sunday shall be paid double time.
- 5.03 If employees are required to work overtime a minimum of two (2) hours beyond the scheduled quitting time, they shall be provided with a meal at the end of the two (2) hour period. A \$15.00 meal allowance shall be provided at the end of a two (2) hour period worked beyond scheduled quitting time.
- 5.04 Employees called to work on a day which is not a regularly scheduled day shall receive a minimum of four (4) hours pay at the appropriate premium rate.
- 5.05 Employees shall be granted a coffee break of ten (10) minutes at 10:00 a.m. or 10:10 am and 3:00 p.m. or 3: 10 p.m. without loss of pay.
- 5.06 Employees shall be granted one (1) hour for lunch to be taken from 12:00 p.m. to 1:00 p.m. or as mutually agreed upon with the Employer.
 - (a) The employee shall have the option to take half hour lunches only upon agreement with Management.
- 5.07 If employees are required to work overtime a minimum of six (6) hours beyond the scheduled quitting time or after midnight, they shall be provided with transportation of taxi allowance to their place of residence on production of a receipt of payment.
- 5.08 Where possible, overtime work shall be distributed among those employees who normally perform the work in accordance with their seniority and ability.
- 5.09 If it is necessary to institute shift work, the Employer agrees to discuss this under new job classification on page three (3) of Schedule "A" including shift premiums. It is agreed that any shift work will be assigned to employees on a weekly rotation basis.

ARTICLE 6 - WAGES

- 6.01 All employees shall be paid in accordance with the rate of pay of classifications as set forth in Schedule "B" attached.

ARTICLE 7 - VACATIONS

- 7.01 Paid vacations shall be accorded employees as follows:
 - a) over one (1) year of service - two (2) weeks with full pay after the anniversary date.
 - b) over two (2) years of service - three (3) weeks per year with full pay.
 - c) over five (5) years of service - four (4) weeks per year with full pay.
 - d) over fourteen (14) years of service - five (5) weeks per year with full pay.
- 7.02 Each employee shall be given the opportunity to take his/her vacation in consecutive weeks if he/she so desires, at a time mutually agreed upon by the parties.
- 7.03 Employees shall carry over a maximum of 5 unused vacation days annually. Under circumstances approved

by Management vacation days may be accumulated by mutual agreement.

- 7.04 When a recognized holiday as in Article 8 - Paid Holidays, falls within an employee's vacation period, such holiday will not be counted as vacation and another day shall be granted or the date of return shall be one (1) full day later or the vacation shall commence one (1) day earlier, as arranged with the Employer.

Employees may receive their earned holiday pay in advance of their vacation upon request.

ARTICLE 8 - PAID HOLIDAYS

- 8.01 Employees shall be paid for the following holidays at straight time rates:

Family Day	Canada Day	Christmas Day
Good Friday	Civic Holiday	Boxing Day New
Easter Monday	Labour Day	Year's Day
Victoria Day	Thanksgiving Day	Employee's Birthday

And any holiday proclaimed by the Federal Government.

- 8.02 One (1) extra floating holiday to be mutually agreed upon by the employees and the Employer by December 31st for the following year. (Floating holiday must be taken in the year and not carried over to next year.)
- Employees who attain 25 years of service, shall be awarded one extra floater day to be taken in their 25th year and thereafter.
- 8.03 Premium pay for work performed on such holidays shall be paid at double the employee's regular rate, in addition to the employee's regular wages.
- 8.04 If such holiday falls on days which are not regular working days the immediately preceding day or the first working day thereafter shall be considered the holiday, or mutually agreed.
- 8.05 Employees who have completed their probationary period and who are off work due to the observance of one of the above-named holidays, will receive seven (7) hours pay for such holiday unless absent with permission of the management; or unless the employee is on recognized leave or vacation.

ARTICLE 9 - SICK LEAVE

- 9.01 The Employer agrees to allow one (1) day per month sick leave. It is further agreed that the end of each calendar year, the employee will be reimbursed up to one hundred percent (100%) of accumulated sick days not used.

ARTICLE 10 - SEVERANCE PAY

- 10.01 Employees with more than one (1) year of service who are discharged or laid off, shall receive severance pay for each day of employment calculated at the regular rate of pay at time of termination at the rate of one (1) week's pay per employment year.
- 10.02 Employees with more than five (5) years of service who leave voluntarily shall be entitled to severance pay as per 10.01.

ARTICLE 11 - WELFARE, PENSION, OHIP AND DENTAL PLAN

- 11.01 The Employer agrees to pay the full cost of the Employer Health Tax for employees covered by this Agreement in accordance with their status. The Employer further agrees to provide welfare benefits as follows:

Life Insurance, weekly sick pay, Dental and Drug Coverage as specified in the Plan of The Labourers' Multi-Local Welfare Trust Fund of Ontario.

The Employer shall endeavour to upgrade the Dental Plan to the most current O.D.A. rate.

- 11.02 The Employer agrees to contribute the sum(s) of:

- Nine dollars and seventy-seven cents (\$9.77) per hour effective January 1, 2021.
- Nine dollars and ninety-two cents (\$9.92) per hour effective January 1, 2022.
- Ten dollars and seven cents (\$10.07) per hour effective January 1, 2023.

to the LiUNA PENSION FUND OF CENTRAL AND EASTERN CANADA for each hour worked for each employee of the Employer covered by this Agreement, such contributions should be paid to the Trustees of the Pension Fund on or before the fifteenth (15th) day of the month following the months such hours were worked.

- 11.03 An employee may be reimbursed, at the discretion of the Employer for the cost of a course of study or a subject of a course undertaken by the employee on the following basis:

- a) a course or subject directly related to the employee's duties or contributing to the employee's promotional opportunities with the Employer:

$\frac{2}{3}$ of cost upon enrolment;

$\frac{1}{3}$ of cost on successful completion of course or subject;

- b) PPAC Skills Upgrading:

As professional development enhances both employee satisfaction and higher quality productivity for the Employer; the Union is requesting Employer pay upon request for PPAC upgrading to a limit of one course session per year. The Employer shall pay for lost time and registration fees.

Application for the above benefits must be made in writing by the employee prior to enrolment. The employee must provide adequate proof of documentation of enrolment and final result.

ARTICLE 12 - LEAVE OF ABSENCE WITH PAY

- 12.01 **Jury Duty** - The Employer agrees that an employee, having attained seniority, and who is summoned to perform Jury Duty, shall be paid the employee's regular salary. The employee shall be deducted the difference of the daily jury duty fee paid by the court. Such deductions shall not include any travelling allowances or reimbursing of expenses that may be paid by the court.

- 12.02 **Bereavement Leave** - On notification, the Employer will grant up to five (5) days leave of absence with pay for the first five (5) days following the date of the death for the employee to attend the funeral of a member of his/her immediate family. Immediate family is meant to be spouse, son, daughter, mother, father, sister, and brother. The Employer will grant up to three (3) days leave of absence with pay for the first three (3) days following the date of death for the employee to attend the funeral of his/her grandparents, grandchildren, mother-in-law, father-in-law, brother-in-law and sister-in-law.

Should employees be required to travel in order to attend or prepare for the funeral, then the Employer may grant additional leave of absence without pay.

ARTICLE 13 - LEAVE OF ABSENCE WITHOUT PAY (PREGNANCY LEAVE)

- 13.01 The Employer will grant a leave of absence without pay not to exceed a maximum of 18 months for pregnancy or parental leave.

Employees will continue to accumulate seniority and benefits during such leave.

While an employee is on pregnancy leave, the Employer must continue to make contributions to the benefit plans unless the employee has advised the Employer, in writing, that she does not wish to continue to make employee's contributions, if any, to such plans.

Twenty percent (20%) of regular bi-weekly earnings (as per amended Appendix B) to be paid to the employee bi-weekly during the Employment Insurance period as a sub plan. Those currently on maternity shall be adjusted January 1, 2021.

13.02 **Personal Leave**

In the event that an employee will request a personal leave of absence without pay, the Employer agrees to consider and discuss this matter with the employee concerned, and such leave of absence will not be unreasonably withheld.

It is further understood that the employee's length of service and the reason for such request shall be taken into consideration.

13.03 **Union Leave**

Employees will be granted reasonable time off to attend Union Conventions provided the Employer is given a minimum of one (1) week's notice.

13.04 **Religious Leaves**

Employees wishing to attend religious services of their faith or obtain time off for the observance of religious holidays of their faith may do so providing a minimum of one (1) week's notice is given.

ARTICLE 14 - GRIEVANCE AND ARBITRATION

- 14.01 a) Any discrepancies concerning the interpretation, application, administration, or alleged violation of this Agreement shall be dealt with in the following manner:

Step 1 Within a work week after the circumstances giving rise to the grievance occurred or originated, the aggrieved employee concerned may, in the presence of a Steward, submit a grievance to the Executive Director who shall reply within two (2) working days after the grievance is made.

Step 2 Failing settlement at Step 1, the Union Steward, the Grievor and the Union Representative may submit a grievance to the Executive Director who shall render his decision within five (5) working days.

Step 3 Following unsatisfactory settlement at Step 2, the Union may refer the grievance to arbitration as provided in the Article below within ten (10) working days but not later.

- b) If the representatives of the parties are unable to agree on any such question within the ten (10) day period, it shall be submitted to a single Arbitrator, agreed upon by the parties. The decision of the Arbitrator shall be final and binding upon the parties hereto. The compensation of the Arbitrator shall be borne equally by the Employer and the Union.

If the two parties cannot agree on an Arbitrator, the Minister of Labour for the Province of Ontario shall be asked to appoint the Arbitrator.

- c) The Arbitrator has no right to add to, subtract from, or otherwise modify the provisions of this Agreement.

ARTICLE 15 - LAYOFF, DISCHARGE AND DISCIPLINARY ACTION

- 15.01 **Layoff** - In the event that employees coming within the jurisdiction of this Collective Agreement are laid off, then they shall receive notice as in accordance with the Provincial Government regulations regarding Termination of Employment.
- 15.02 When considering discharging an employee, the Employer shall discuss with the employee the reasons for which discharge is being considered. If, at the end of a reasonable time period from the date of such discussion, an employee's work is still unsatisfactory, the Employer may give the employee notice of discharge and/or suspension as the case may be, with a copy to COPE Local 343.
- 15.03 An employee will be immediately discharged for proven dishonesty with the Employer's funds or property. All discharges and disciplinary acts may be subject to the Grievance and Arbitration procedure as specified in Article 14 of this Collective Agreement.

ARTICLE 16 - UNION STEWARD

- 16.01 The Employer agrees to recognize one Union Steward to serve for the Union in the attempt to resolve any problems that may be unforeseen. The Union Steward and members shall not assume management responsibilities.

The Union Steward shall inform management prior to taking time off to deal with any grievance.

ARTICLE 17 - UNION LABEL

- 17.01 All typewritten, mimeographed, duplicated work in the office of the Employer will bear the Local 343 COPE Union Label if such work is performed by a member of the Union.

ARTICLE 18 - DISCRIMINATION

- 18.01 The Employer agrees that there shall be no discrimination by the Employer against any employees or group of employees, because of membership in the Union. Employees shall not be subject to prejudice or discrimination because of presenting grievances for themselves or other employees.
- 18.02 The Employer and the Union agree that there shall be no discrimination on the basis of age, sex, marital status, national or racial origin, nationality or religion in regard to hiring, promotions, demotions, layoffs, dismissals, rates of pay or other terms or conditions of employment.
- 18.03 The record of any disciplinary action shall not be referred to or used against an employee at any time after twelve (12) months following said action.

ARTICLE 19 - HEALTH AND SANITATION

- 19.01 The Employer shall make all reasonable provisions for the safety and health of the employees during working hours. The Union may, from time to time, bring to the attention of the Employer any suggestions in this regard and also any other suggestions for improvements in the condition of work.

ARTICLE 20 - ZIPPER PROVISION

- 20.01 Both parties agree that the contents of this Agreement reflect the complete understanding between the parties and the extent of their commitments to each other.

ARTICLE 21 - MANAGEMENT RIGHTS

- 21.01 The operation of the Employer and the direction of its employees will continue to be vested exclusively with the Employer subject only to the provisions of this Agreement.

ARTICLE 22 - NO STRIKES OR LOCKOUTS

- 22.01 There shall be no strikes on the part of the Union nor lockouts on the part of the Employer during the lifetime of this Agreement.

ARTICLE 23 - TEMPORARY AND SUMMER HELP

- 23.01 The Union agrees that temporary help and summer students shall be excluded from the Agreement other than from the provisions specified in the attached schedule relating to classification and wage rates. It is further agreed that Union dues in the amount uniformly assessed by the Union shall be deducted in accordance with Article 2.02.

ARTICLE 24 - TECHNOLOGICAL CHANGE

- 24.01 In the event of proposed technological changes such as the introduction of office machinery which may displace an employee, the Employer agrees to offer any employment created by such changes to his present employees, with a reasonable orientation period, whenever possible, before hiring additional staff provided they become capable and qualified to perform the work. No employees shall have their hours of work reduced as a result of technological change.

ARTICLE 25 - SUCCESSOR RIGHTS

- 25.01 In the event the Employer shall, by merger, consolidation, sale of assets, or by any other means enter into an agreement with another Union which, in whole or in part, affects the existing appropriated bargaining unit, then such successor Union shall be bound by the provisions of this Agreement and is subject to the provisions of the Ontario Labour Relations Act. The Employer agrees to call the attention of such Union to the provisions of this Agreement in which it seeks to make such an aforementioned agreement.

ARTICLE 26 - TERMINATION

- 26.01 This Agreement shall come into effect on the first day of September 1, 2020 and shall remain in force until August 31, 2023 and shall be automatically renewed from year to year unless either party not less than sixty (60) days before expiry date, shall give written notice of revision or termination of this Agreement.
- 26.02 Negotiations shall begin within fifteen (15) days following receipt of such notice, and during the period of such negotiations, this Agreement shall remain in full force.

Executed on this 14 of September, 2021

SIGNED ON BEHALF OF:

LiUNA Pension Fund of Central
And Eastern Canada

Canadian Office and Professional Employees
Union Local 343

Ligi Canozzi

Mary Stalder

David DiGiuseppe

St

[Signature]

Don Turner

iamlocal1922/ppf

Patricia Jones

Nidrey French

SCHEDULE "A"

Note: In Schedule A, the Pension Benefits Department will be referred to as PBD and the Contribution Control Department will be referred to as CCD.

Pension Benefits Department

PENSION MAIL CLERKS

- Opens, Scans & Distributes incoming mail to PBD
- Maintains files and department correspondence as required
- Assists Analysts with any labels and files that need to be created as required
- Files Active, DP, Term and Pension files as required
- Runs monthly jobs as required
- Additional duties upon request

Junior Pension Mail Clerk

- Entry level

Intermediate Pension Mail Clerk

- 3 years working as Pension Mail Clerk and/or Management's approval

Senior Pension Mail Clerk

- 5 years working as Pension Mail Clerk and/or Management's approval

PENSION BENEFITS CLERKS

- Responsible for mailing LPF published documents to Local Unions upon request
- Pensioner/Beneficiary address changes and phone calls related to
- Responsible for all entering of Domestic and Foreign EFT accounts and dealing with financial institutions as required
- Mails pension applications and other documents as required
- Prepares pension schedule and correspondence (Initial payment letters, Local Union Letters, Pension Awards, Retirement Declarations and Cheques)
- Prepares Termination Schedule and correspondence
- Send prior year Annual Benefit Statements and Biennial Statements upon request
- Send T4As and NR4s upon request
- Prepares list of 40 plus members for Board of Trustees meetings
- Prepares Registered Mail for analysts and for Monthly mail outs
- Responsible for Returned Mail for Pensioners/Beneficiaries that are not assigned to an analyst (part of mass mail out)
- Back up for distribution of PBD mail
- Back up for Signature Letter Upload
- Additional duties upon request

Junior Pension Benefits Clerk

- Entry level

Intermediate Pension Benefits Clerk

- 3 years working as Pension Benefits Clerk and/or Management's approval

Senior Pension Benefits Clerk

- 5 years working as Pension Benefits Clerk and/or Management's approval

PENSION BENEFITS ANALYSTS

Junior Pension Benefits Analyst

- Processes pension applications
- Processes termination applications
- Communicates with Companies, WSIB and Service Canada regarding Pension/Termination files and general inquiries
- Communicates with Financial Institutions regarding transfers and direct deposit issues
- Communicates with Local Unions regarding pension hours, union dues, etc.
- Assists telephone inquiries from Pensioners, Beneficiaries, Active members, Terminated members or any third party
- Assists Pensioners, Beneficiaries, and all other members or third parties who visit the Fund office
- Handles suspensions/reinstates & recalculations
- Handles deceased Pensioners and Beneficiaries files and processes refunds.
- Process Family Law Valuation Applications and Inquiries
- Checks monthly schedules (Pension & Termination)
- Checks Local Union cover letters
- Updates Federal and Provincial Tax for Pensioners according to their TD1 forms and Non-Resident Tax amounts received from CRA International Tax office
- Back up Member Services for phone calls and walk-ins as required
- Additional duties as required

Intermediate Pension Benefits Analyst

- Processes pension applications
- Processes termination applications
- Communicates with Companies, WSIB and Service Canada regarding Pension/Termination files and general inquiries
- Communicates with Financial Institutions regarding transfers and direct deposit issues
- Communicates with Local Unions regarding pension hours, union dues, etc.
- Assists telephone inquiries from Pensioners, Beneficiaries, Active members, Terminated members or any third party
- Assists Pensioners, Beneficiaries, and all other members or third parties who visit the Fund office
- Handles suspensions/reinstates & recalculations
- Handles deceased Pensioners and Beneficiaries files and processes refunds.
- Process Family Law Valuation Applications and Inquiries
- Checks monthly schedules (Pension & Termination)
- Checks Local Union cover letters
- Updates Federal and Provincial Tax for Pensioners according to their TD1 forms and Non-Resident Tax amounts received from CRA International Tax office
- Back up Member Services for phone calls and walk-ins as required
- Additional duties as required

Senior Pension Benefits Analysts

- Processes pension applications
- Processes termination applications
- Communicates with Companies, WSIB and Service Canada regarding Pension/Termination files and general inquiries
- Communicates with Financial Institution regarding transfers and direct deposit issues
- Communicates with Local Unions regarding pension hours, union dues, etc.
- Assists telephone inquiries from Pensioners, Beneficiaries, Active members, Terminated members or any third party
- Assists Pensioners, Beneficiaries, and all other members or third parties who visit the Fund office
- Handles suspensions/reinstates & recalculations
- Handles deceased Pensioners and Beneficiaries files and processes refunds.
- Process Family Law Valuation Applications and Inquiries
- Checks monthly schedules (Pension & Termination)

- Checks Local Union cover letters
- Updates Federal and Provincial Tax for Pensioners according to their TD1 forms and Non-Resident Tax amounts received from CRA International Tax office
- Handles Canada Revenue Agency Garnishments as assigned
- Checks all correspondence and calculations prepared by the Junior/Intermediate Pension Benefits Analysts for accuracy as assigned
- Checks payment schedules when replacing/reissuing cheques as assigned
- Verifies Pension & Termination files for approval as assigned
- Places stop payments at bank as required
- Receives and cancels all returned EFT payments from bank as assigned
- Processes manual cheque jobs and prints cheques for mid-month payments. Sends cheque files and any EFT files to Bank as assigned
- Performs daily and monthly reconciliation for Pension bank account as assigned
- Performs daily and monthly Reconciliation for Termination bank account as assigned
- Training new staff in PBD as assigned
- Additional duties as required

Junior Pension Benefits Analyst

- Entry Level

Intermediate Pension Benefits Analyst

- 1 RPA or other Pension Related courses as approved by Executive Director and/or Management's approval

Senior Pension Benefits Analyst Level 1

- 2 RPA or other Pension Related courses as approved by Executive Director and 5 years as Pension Benefits Analyst and/or Management's approval

Senior Pension Benefits Analyst Level 2

- 2 RPA or other Pension Related courses as approved by Executive Director and/or Senior assigned banking responsibilities and 5 years as Pension Benefits Analyst and/or Management's approval

Senior Pension Benefits Analyst Level 3

- 3 RPA or other Pension Related courses as approved by Executive Director and 7 years as Pension Benefits Analyst and/or Management's approval

PENSION BENEFITS SPECIALIST

- Responsible for Training new PBD Staff and current staff on new PBD procedures
- Responsible for PBD monthly reconciliation and cheque run
- Responsible for updates to monthly factors received from actuaries along with requested mid-month factors
- Responsible for updating payroll deduction tax formulas twice a year
- Assists auditor requests for banking information
- Assists with interpreting internal and external regulatory policies and their impact on the pension administration practice
- Assists with updates to Interest Calculation Sheets and Marriage Breakdown Calculation Sheets
- Assists Analysts with complicated calculations
- Reports deficiencies and/or provides input on improvement to administrative procedures, legal requirements to the PBD Supervisor and Manager.
- Reports system and web problems/deficiencies and/or provides input on improvement to the system/web to the Pension Systems Team and Pension Benefits Manager
- Prepare and submit Retroactive Payments Report annually to Canada Revenue Agency
- Gatekeeper for Pension Benefits SharePoint updates
- FSRA Missing Persons Listing & Locating (Biennial)
- Assist PBD Compliance Manager in monthly compliance check as required

- Assist PBD Compliance Manager with yearly actuarial extract
- Additional duties as required

Pension Benefits Specialist Level 1

- RPA Designation or other designation for Pension Related courses as approved by Executive Director and 3 years as Senior Pension Benefits Analyst at Level Three and/or as per Management's discretion

Pension Benefits Specialist Level 2

- 5 years as Pension Benefits Specialist and/or Management's approval

Pension Benefits Specialist Level 3

- 10 years as Pension Benefits Specialist and/or Management's approval

PENSION BENEFITS SYSTEMS ANALYST

- Assists Pension Benefits Advisor
- Assists in Procace projects related to the design, development, and improvement of Pentrax system
- Responsible for testing of updates and new system processes and reporting to the Pension Benefits Systems Specialist
- Communicates with Pension Benefits Staff to determine if system processes can be improved and reports to Pension Benefits Advisor and Pension Benefits Supervisor and Manager
- Participates in meetings with Procace regarding Spec development, system issues and updates
- Provides troubleshooting and support to Pension Benefits Analysts when issues arise with Pentrax system and reports any problems to Procace through Jira tickets
- Responsible for UAT testing of any new releases and on-going Jira tickets
- Assists with updating Correspondence updates in Pentrax system
- Assists in communication to the PBD regarding Pentrax system changes and new updates
- Assists in Updates and drafts of new and existing internal and external pension forms.
- Assists in the maintenance of the Public and Private website
- Assists in yearend balancing of T4A and NR4 accounts as required
- Assists in printing and mailing of yearly income tax slips
- Assists in coordination of signature letter mail outs, beneficiary designation mail outs, LPF ID Cards and other mass mailings to membership
- Assists in changes and testing of the annual benefit statements job
- Back up for processing Commuted Value transfers into the Fund
- Assists the Pension Benefits Analysts with difficult pension calculations
- Responsible for updates for the PBD Procedure Manual related to Pentrax updates
- Additional duties as required

Pension Benefits Systems Analyst Level 1

- RPA Designation or other designation for Pension Related courses as approved by Executive Director and/or Management's approval

Pension Benefits Systems Analyst Level 2

- 5 years as Pension Benefits Systems Analyst and/or Management's approval

Pension Benefits Systems Analyst Level 3

- 10 years as Pension Benefits Systems Analyst and/or Management's approval

PENSION BENEFITS SERVICES REPRESENTATIVES

- Assists members and local union representatives with all inquiries
- Performs Pension Benefits services and assistance to members off-site (Local 183 and Local 506)
- Processes pension applications

- Processes termination applications
- Provide pension estimates and explanation
- Provides members with self-pay options and explanation
- Answers telephone inquiries off-site regarding pension and termination
- Assists members with the completion of all forms regarding pension and/or termination, eg. WSIB authorization forms, HRDC authorization forms, Direct Deposit forms, marriage break down, payment election etc.
- Provides members with member history reports
- Completes and updates address changes
- Completes and updates information per member information cards
- Required to work various shifts inclusive of weekend hours as requested
- Provides Commissioner of Oaths services for LPF docs to members and LPF staff as required
- Additional duties upon request

Pension Benefits Services Representatives Level 1

- Entry level

Pension Benefits Services Representatives Level 2

- Commissioner of Oaths and 3 years as Pension Benefits Services Representatives Level 1 and/or Management's approval

Pension Benefits Services Representatives Level 3

- 3 years as Pension Benefits Services Representatives Level 2 and/or Management's approval

PENSION BENEFITS ASSISTANT

- Directly assist the Pension Benefits Manager and upper Management within the Pension Benefits Department.
- Assists with the development of Pension Benefits Meeting Agendas
- Records minutes for Pension Benefits Meetings
- Assists in the development of Presentations
- Assists with clerical duties for the Pension Benefits Manager (legal cases, special case files)
- Scanning of PBD Management documents and maintaining a Document Management System for the Pension Benefits Manager
- Create and maintain a reference guide for LPF Rules and Regulations and Provincial/Federal Rules pertaining to pension
- Assists and maintains Historical Rules Summary
- Assists and maintains PBD Administration Policy
- Assists with sending communication to members/legal counsel
- Assists with Equifax letter mailout
- Additional duties upon request

Contribution Control Department

CONTRIBUTION CONTROL COMPLIANCE SUPPORT

- Processing NIL reports
- Gatekeeping CCDDT email folder
- Processing reports received without payment
- Data Entry of Employer Contribution reports as required
- Verify and validate CVR reports
- Processing of complex Local/Employer remittances
- Daily phone and email correspondence with Employers and Local Unions regarding shortages, unreported work months and credits

- Handle incoming calls regarding website and employer questions
- Processing of Statement of Account responses from Locals/Employers
- Obtaining and processing of Employer/Provincial Agreements
- Addition of new contributing employers to Pentrax
- Processing of NSF payments
- Additional duties upon request

Contribution Control Compliance Support Level 1

- Entry level

Contribution Control Compliance Support Level 2

- 3 years working as Contribution Control Compliance Support and/or Management's approval

Contribution Control Compliance Support Level 3

- 5 years working as Contribution Control Compliance Support and/or Management's approval

CONTRIBUTION CONTROL COMPLIANCE DATA ANALYST

- Maintenance of Employer SIN Merges
- Maintenance and processing of SIN Adjustments
- Verify and Process Trust Clearing data and payments (weekly and monthly)
- Handle all incoming email inquiries and phone calls regarding Trust payments from Locals and Associations
- Process Refund requests
- Handle and process all Reciprocal transfers and pension contributions
- Assist with incoming calls regarding website modules from Locals and Employers
- Process Complex Employer Remittances
- Assist with Statement of Account emails
- Participate in updates to the Procedures Manual
- Assist with Pentrax development as related to applicable areas
- Additional duties upon request

Contribution Control Compliance Data Analyst Level 1

- Entry level

Contribution Control Compliance Data Analyst Level 2

- 5 years working as a Contribution Control Compliance Data Analyst and/or Management's approval

Contribution Control Compliance Data Analyst Level 3

- 7 years working as a Contribution Control Compliance Data Analyst and/or Management's approval

CONTRIBUTION CONTROL COMPLIANCE ANALYST

- Research and processing of complex reports
- Daily phone and email correspondence with companies and Local Unions regarding shortages, unreported work months and credits
- Review and approve out going emails to employers and Local Unions
- Preparation and processing of daily and monthly delinquency correspondence and reporting
- Ensure shortages and credits are validated daily and prior to running delinquency correspondence and reporting
- Prepare required reporting for Board of Trustees meetings for management review
- Process Bankruptcy Notifications
- Research and process unallocated monies
- Aid Compliance Support as required
- Assist with Pentrax development as related to applicable areas

- Participate in updates to the Procedures Manual
- Additional duties upon request

Contribution Control Compliance Analyst Level 1

- Entry Level

Contribution Control Compliance Analyst Level 2

- 5 years working as a Contribution Control Compliance Analyst and/or Management's approval

Contribution Control Compliance Analyst Level 3

- 7 years working as a Contribution Control Compliance Analyst and/or Management's approval

CONTRIBUTION CONTROL SUPPORT

- Process the daily incoming of mail
- Batch creation
- Daily preparations of cheque depositing
- OCR scanning of reports
- Manage the retrieval & storing of batches and files from the file room
- Communicate with Employers and Local Unions, on reports and payments discrepancies
- Cheque redirections
- Updating employer addresses and contact information
- Department correspondence (At a Glance)
- Redirecting faxes to the Department
- Update NIL reports
- Process hours for reports with no cheques
- Manage Bricklayer spreadsheet and process reports
- Send Dormancy Status forms
- Manage monthly and yearly mailings
- Receives and assist with the yearly phone calls for Pension Adjustments
- Preparation of the CCD Meeting Agenda Minutes for CCD Management
- Assist the Team Lead in the updating of the Procedures Manual
- Additional duties upon request

Contribution Control Support Level 1

- Entry Level

Contribution Control Support Level 2

- 3 years working as a Contribution Control Support and/or Management's approval

Contribution Control Support Level 3

- 5 years working as a Contribution Control Support and/or Management's approval

CONTRIBUTION CONTROL DATA ENTRY PROCESSOR

- Daily processing of the Employer contribution reports
- Communicate with the Team Lead and Verifiers on workflow status
- Correspond with Employers and Local Unions on report or payment discrepancies
- Verifying Tally batches
- Daily monitoring of the Contribution Control emails
- Provide customer service to Employers through the Call Centre
- Assists with yearly phone calls and adjustments for Pension Adjustments & Tax receipts
- Preparation of the CCD Meeting Agenda Minutes for CCD Management
- Assist the Team Lead in the updating of the Procedures Manual

- Additional duties upon request

Contribution Control Data Entry Processor Level 1

- Entry Level

Contribution Control Data Entry Processor Level 2

- 5 years working as a Contribution Control Data Entry Processor and/or Management's approval

Contribution Control Data Entry Processor Level 3

- 7 years working as a Contribution Control Data Entry Processor and/or Management's approval

CONTRIBUTION CONTROL ANALYST

- Daily batch verification
- Assist Keypunchers with processing inquiries
- Correspond with Employers and Local Unions on report or payment discrepancies
- Verifying Tally batches
- Processing Member Suspensions
- Investigate inquiries received from PBD
- Provide customer service to Employers through the Call Centre
- Assist with the yearly tax receipt phone calls and process adjustments required
- Verify corrections and communications completed for Pension Adjustment (PA)
- Preparation of the CCD Meeting Agenda Minutes for CCD Management
- Assist the Team Lead in the updating of the Procedures Manual
- Additional duties upon request

Contribution Control Analyst Level 1

- Entry level

Contribution Control Analyst Level 2

- 5 years working as a Contribution Control Analyst and/or Management's approval

Contribution Control Analyst Level 3

- 7 years working as a Contribution Control Analyst and/or Management's approval

CONTRIBUTION CONTROL DATA ANALYST

- Review of the Contribution Support emails
 - Forward as required for processing
- Direct deposit requests
 - High level inquiry
 - Weekly analyzing of TD Statement of Account for new direct deposit
 - Create new bank linking
 - Communicate with Procace for new batch creations
 - Balance statements end of month; all direct deposits are in batches
- Web calls
 - High level inquiry
 - Employer Website walk-through
 - Contact new employer and provide information on the direct deposit payments options and the Employer Website
 - Send welcome packages
- Member suspensions
- Generate the LPF monthly Contribution Control Reports
- Analyze the report prior to mailing
- Report any web bugs or glitches on Pentrax or Access LPF to the Contribution Control System Analyst

- Additional duties upon request

Contribution Control Data Analyst Level 1

- Entry level

Contribution Control Data Analyst Level 2

- 5 years working as a Contribution Control Data Analyst and/or Management's approval

Contribution Control Data Analyst Level 3

- 7 years working as a Contribution Control Data Analyst and/or Management's approval

CONTRIBUTION CONTROL TEAM LEAD

In addition to their everyday assigned duties, each Team Lead will be responsible for the following, for their individual team:

- Provides oversight of the day to day operations: first point of escalation for each team
- Working with their team, identify and meet the team's daily and monthly processing of batches
- Meet with the team members if there are issues in completing tasks
- Maintain team focus to ensure the service delivery goal and standards are achieved. The team lead will update or escalate to Management as required
- Delegate or redistribute work amongst the team members as required. If permanent change is required, Management must be included in the discussions
- As required, re-train current staff or provide initial training to new staff. Update Management of ongoing training requirements
- On an ongoing basis, communicate clear instructions to the team and monitor the work to ensure training is successfully implemented
- As required, provide guidance to the team based on management direction
- As issues arise concerning the function of the team, listen to team feedback and communicate with Management
- Anticipate potential issues and discuss with Management in a timely manner. A Plan of action to address the issue should be provided by Management
- Book and attend weekly meeting to update Management
- Participate in updates to the Procedures Manual
- Additional duties upon request

Contribution Control Team Lead Level 1

- Entry level

Contribution Control Team Lead Level 2

- 5 years working as a Contribution Control Team Lead and/or Management's approval

Contribution Control Team Lead Level 3

- 7 years working as a Contribution Control Team Lead and/or Management's approval

CONTRIBUTION CONTROL SYSTEMS ANALYST

- Reports to the Compliance Manager
- Assistant to the Compliance Advisor
- Assists in Procace Projects related to the design, development, and improvement of Pentrax system
- Responsible for testing of updates and new system processes and reporting to the CCD Management team and Advisor

- Consults with the CCD Management team and Advisor in develop of testing groups/teams within the CCD
- Communicates with CCD staff to determine if system processes can be improved and reports to CCD Management team and Advisor
- Participates in meetings with Procace regarding Spec development, system issues and updates
- Provides trouble shooting and support to CCD Analysts when issues arise with Pentrax system and reports any problems to Procace through Jira
- Responsible for UAT testing of any new releases and on-going Jira tickets
- Assists with updating Correspondence updates in Pentrax system
- Assist in communication to the CCD regarding Pentrax system changes and new updates
- Assists in updates and drafts of new internal and external forms
- Assists in the maintenance of the Public, Local and Employer website
- Assists in testing and preparing of OPDC/PSF receipts
- Assists in updates for the CCD Procedure Manual related to Pentrax updates
- Assists in testing and preparing of Excess hours correspondence
- Additional duties upon request

Contribution Control Systems Analyst Level 1

- Entry level

Contribution Control Systems Analyst Level 2

- 5 years working as a Contribution Control Systems Analyst and/or Management's approval

Contribution Control Systems Analyst Level 3

- 7 years working as a Contribution Control Systems Analyst and/or Management's approval

Data and Communications Department

MEMBER SERVICES REPRESENTATIVE

- Provide front line customer service to membership through phone calls, walk-ins, and online platform
- Having up front dialogue with members to identify needs and assist as necessary
- Assists Pensioners, Beneficiaries, and all other members or third parties who visit the Fund office
- Validate and maintain Member security through security questions and Privacy Authorization Form
- Process requests for Member History Printouts, Annual Benefit Statements and Beneficiary Designation Forms
- Process address changes for Active/Inactive/DP members via phone calls
- Promotes and provides support for LPF online services; reset Access LPF Passwords and requests for PIN Cards
- Process requests for WSIB Authorization forms from Active/Inactive/DP members
- Submit WSIB claim requests to WSIB or applicable workers Compensation Board
- Processing completed WSIB forms and grant WSIB hours
- Process requests to send FLV Applications and cover letters to members and representatives
- Provides VETM forms to members upon request
- Provides Pension Credits via phone calls and provides Pension Estimates / Projected Estimates reports to members upon request
- Processes additional tax requests from members (foreign and non-foreign)
- Provides Self-Pay forms and processing submitted self-pay requests
- Process returned mail by contacting members, adding to Equifax and suspension)
- Validate returned Signature Letters from members
- Perform reinstatement of Pensioners in reference to Signature Letters or address changes
- Reviews and validates received Power of Attorney documents received
- Verifies and grants Past Services credit as required

- Provides Money follows the worker forms upon request
- Provides Income Verification, Ineligible and Bankruptcy Letters
- Receive and process Beneficiary Death notifications
- Provides Annual Pension Adjustments reports for Contributing Employers
- Provides reprints for annual tax receipts for OPDC, PSF, T4A & NR4 reprints
- Additional duties upon request

Junior Member Services Representative

- Entry level

Intermediate Member Services Representative

- 3 years working as a Member Services Representative and/or Management's approval

Senior Member Services Representative Level 1

- 5 years working as a Member Services Representative and/or Management's approval

Senior Member Services Representative Level 2

- 5 years working as a Member Services Representative and/or Management's approval

Senior Member Services Representative Level 3

- 5 years working as a Member Services Representative and/or Management's approval

MEMBER SERVICES LEAD

- Provide front line customer service to membership through phone calls, walk-ins, and online platform
- Having up front dialogue with members to identify needs and assist as necessary
- Assists Pensioners, Beneficiaries, and all other members or third parties who visit the Fund office
- Validate and maintain Member security through security questions and Privacy Authorization Form
- Process requests for Member History Printouts, Annual Benefit Statements and Beneficiary Designation Forms
- Process address changes for Active/Inactive/DP members via phone calls
- Promotes and provides support for LPF online services; reset Access LPF Passwords and requests for PIN Cards
- Process requests for WSIB Authorization forms from Active/Inactive/DP members
- Submit WSIB claim requests to WSIB or applicable workers Compensation Board
- Processing completed WSIB forms and grant WSIB hours
- Process requests to send FLV Applications and cover letters to members and representatives
- Provides VETM forms to members upon request
- Provides Pension Credits via phone calls and provides Pension Estimates / Projected Estimates reports to members upon request
- Processes additional tax requests from members (foreign and non-foreign)
- Provides Self-Pay forms and processing submitted self-pay requests
- Process returned mail by contacting members, adding to Equifax and suspension)
- Validate returned Signature Letters from members
- Perform reinstatement of Pensioners in reference to Signature Letters or address changes
- Reviews and validates received Power of Attorney documents received
- Verifies and grants Past Services credit as required
- Provides Money follows the worker forms upon request
- Provides Income Verification, Ineligible and Bankruptcy Letters
- Receive and process Beneficiary Death notifications
- Provides Annual Pension Adjustments reports for Contributing Employers
- Provides reprints for annual tax receipts for OPDC, PSF, T4A & NR4 reprints
- Assist Supervisor with projects as required
- Receive and service escalated member calls from other Member Service Representatives

- Performs all training activities and monitoring for all new hires
- Verify and approve submitted work by Member Service representatives
- Additional duties upon request

Member Services Lead Level 1

- Entry level

Member Services Lead Level 2

- 5 years working as a Member Services Lead and/or Management's approval

MEMBER SERVICES LIAISON

- Answers all incoming telephone calls and transfers telephone calls and inquiries to the appropriate department personnel
- Provides exceptional customer service; assists walk-ins, visitors, and vendors
- Responsible for out-going weekly and monthly mailings, PEN1070, 1075, 1065, 1080
- Process returned mail by contacting members, deleting addresses, and adding to Equifax List
- Maintenance of member information and record keeping, create new labels and files for new incoming members
- Update, Scan, and upload all received member data including Member Information Cards, Beneficiary Designation Cards, Local Union Address Listings
- Correspond with Members to gather data as required
- Responsible for opening and closing activities
- Responsible for the maintaining the cleanliness of the lobby
- Maintains the LPF general email box, distribution, and screening
- Maintain the Member Information email box, screening and updating
- Maintains the LPF general voicemail and call queue voicemail messages and transfers to appropriate departments
- Responsible for the dispatch, packaging, and correspondence for courier submissions
- Maintains daily statistics on total member Walk-Ins and department telephone call distribution
- Validates Time Management System (TMS) daily for staff availability (breaks/lunches)
- Corresponds with various requestors outside of the Fund regarding Reception related matters
- Maintains interview rooms and marketing materials and literature located in the lobby
- Answer basic inquiries. i.e. Address changes. Direct calls to the appropriate location when LPF has been called in error (Local/Benefit calls)
- Rotate with staff to cover reception duties and tasks as required
- Assists with general office duties, processing and administration as required
- Additional duties upon request

Junior Member Services Liaison

- Entry Level

Intermediate Member Services Liaison

- 3 years working as a Member Services Liaison and/or Management's approval

Senior Member Services Liaison

- 5 years working as a Member Services Liaison and/or Management's approval

MEMBER SERVICES LIAISON LEAD

- Answers all incoming telephone calls and transfers telephone calls and inquiries to the appropriate department personnel
- Provides exceptional customer service; assists walk-ins, visitors, and vendors
- Responsible for out-going weekly and monthly mailings, PEN1070, 1075, 1065, 1080
- Process returned mail by contacting members, deleting addresses, and adding to Equifax List
- Maintenance of member information and record keeping, create new labels and files for new incoming members
- Update, Scan, and upload all received member data including Member Information Cards, Beneficiary Designation Cards, Local Union Address Listings
- Correspond with Members to gather data as required
- Responsible for opening and closing activities
- Responsible for the maintaining the cleanliness of the lobby
- Maintains the LPF general email box, distribution, and screening
- Maintain the Member Information email box, screening and updating
- Maintains the LPF general voicemail and call queue voicemail messages and transfers to appropriate departments
- Responsible for the dispatch, packaging, and correspondence for courier submissions
- Maintains daily statistics on total member Walk-Ins and department telephone call distribution
- Validates Time Management System (TMS) daily for staff availability (breaks/lunches)
- Corresponds with various requestors outside of the Fund regarding Reception related matters
- Maintains interview rooms and marketing materials and literature located in the lobby
- Answer basic inquiries. i.e. Address changes. Direct calls to the appropriate location when LPF has been called in error (Local/Benefit calls)
- Rotate with staff to cover reception duties and tasks as required
- Assists with general office duties, processing and administration as required
- Performs all training activities and monitoring for all new hires
- Assists in governing reception and communication policies and procedures through the Procedure Manual
- Maintain and records all auto attendant greetings and programing
- Assists in maintaining and collecting employee data (employee phone lists/parking assignment/special/events)
- Collects employee contributions for special events (Jeans Day/Charity Events)
- Liaisons with Property management regarding any maintenance issues
- Additional duties upon request

Member Services Liaison Lead Level 1

- Entry level

Member Services Liaison Lead Level 2

- 5 years working as a Member Services Liaison Lead and/or Management's approval

RECEPTIONIST

- Answers all incoming telephone calls and transfers telephone calls and inquiries to the appropriate department personnel
- Provides exceptional customer service; assists walk-ins, visitors, and vendors
- Additional duties upon request

Administration Department

FILE CLERK

- Maintenance of files and department correspondence
- Additional duties upon request

Junior File Clerk

- Entry Level

Intermediate File Clerk

- Minimum 3 years working in Junior File Clerk Role or previous administration work experience

Senior File Clerk

- Minimum 5 years working in Junior File Clerk Role or previous administration work experience

Temporary Positions

Temporary Junior Staff

- Duties upon request

Temporary Intermediate Staff

- Duties upon request

Temporary Senior Staff

- Duties upon request

APPENDIX B

Bi-Weekly Classifications and Wage Rates

Job Classifications	1-Jan-21 2.0%	1-Jan-22 2.0%	1-Jan-23 2.0%
Junior Pension Mail Clerk	1,540.24	1,571.05	1,602.47
Intermediate Pension Mail Clerk	1,796.77	1,832.71	1,869.36
Senior Pension Mail Clerk	2,308.19	2,354.35	2,401.44
Junior Pension Benefits Clerk	2,252.32	2,297.37	2,343.32
Intermediate Pension Benefits Clerk	2,308.19	2,354.35	2,401.44
Senior Pension Benefits Clerk	2,444.35	2,493.24	2,543.10
Junior Pension Benefits Analyst	2,791.69	2,847.52	2,904.47
Intermediate Pension Benefits Analyst	2,842.69	2,899.54	2,957.53
Senior Pension Benefits Analyst Level 1	2,988.25	3,048.02	3,108.98
Senior Pension Benefits Analyst Level 2	3,064.75	3,126.05	3,188.57
Senior Pension Benefits Analyst Level 3	3,161.08	3,224.30	3,288.79
Pension Benefits Specialist Level 1	3,186.58	3,250.31	3,315.32
Pension Benefits Specialist Level 2	3,217.18	3,281.53	3,347.16
Pension Benefits Specialist Level 3	3,247.78	3,312.74	3,378.99
Pension Benefits Systems Analyst Level 1	3,186.58	3,250.31	3,315.32
Pension Benefits Systems Analyst Level 2	3,217.18	3,281.53	3,347.16
Pension Benefits Systems Analyst Level 3	3,247.78	3,312.74	3,378.99
Pension Benefits Services Representative Level 1	3,186.58	3,250.31	3,315.32
Pension Benefits Services Representative Level 2	3,217.18	3,281.53	3,347.16
Pension Benefits Services Representative Level 3	3,262.80	3,328.05	3,394.61
Pension Benefits Assistant	3,217.18	3,281.53	3,347.16
Contribution Control Compliance Support Level 1	2,444.35	2,493.24	2,543.10
Contribution Control Compliance Support Level 2	2,531.66	2,582.29	2,633.94
Contribution Control Compliance Support Level 3	2,679.61	2,733.20	2,787.87
Contribution Control Compliance Data Analyst Level 1	2,896.14	2,954.06	3,013.14
Contribution Control Compliance Data Analyst Level 2	2,962.75	3,022.01	3,082.45
Contribution Control Compliance Data Analyst Level 3	3,135.58	3,198.29	3,262.26
Contribution Control Compliance Analyst Level 1	2,896.14	2,954.06	3,013.14
Contribution Control Compliance Analyst Level 2	2,962.75	3,022.01	3,082.45
Contribution Control Compliance Analyst Level 3	3,135.58	3,198.29	3,262.26
Contribution Control Support Level 1	1,540.24	1,571.05	1,602.47
Contribution Control Support Level 2	1,796.77	1,832.71	1,869.36
Contribution Control Support Level 3	2,308.19	2,354.35	2,401.44
Contribution Control Data Entry Processor Level 1	2,444.35	2,493.24	2,543.10
Contribution Control Data Entry Processor Level 2	2,531.66	2,582.29	2,633.94
Contribution Control Data Entry Processor Level 3	2,679.61	2,733.20	2,787.87
Contribution Control Analyst Level 1	2,896.14	2,954.06	3,013.14
Contribution Control Analyst Level 2	2,962.75	3,022.01	3,082.45
Contribution Control Analyst Level 3	3,135.58	3,198.29	3,262.26
Contribution Control Data Analyst Level 1	2,896.14	2,954.06	3,013.14
Contribution Control Data Analyst Level 2	2,962.75	3,022.01	3,082.45
Contribution Control Data Analyst Level 3	3,135.58	3,198.29	3,262.26

Job Classifications	1-Jan-21 2.0%	1-Jan-22 2.0%	1-Jan-23 2.0%
Contribution Control Team Lead Level 1	2,896.14	2,954.06	3,013.14
Contribution Control Team Lead Level 2	3,135.58	3,198.29	3,262.26
Contribution Control Team Lead Level 3	3,247.78	3,312.74	3,378.99
Contribution Control Systems Analyst Level 1	2,896.14	2,954.06	3,013.14
Contribution Control Systems Analyst Level 2	3,135.58	3,198.29	3,262.26
Contribution Control Systems Analyst Level 3	3,247.78	3,312.74	3,378.99
Junior Member Services Representative	2,444.35	2,493.24	2,543.10
Intermediate Member Services Representative	2,679.61	2,733.20	2,787.87
Senior Member Services Representative Level 1	2,766.19	2,821.51	2,877.94
Senior Member Services Representative Level 2	2,896.14	2,954.06	3,013.14
Senior Member Services Representative Level 3	2,951.85	3,010.89	3,071.10
Member Services Lead Level 1	3,029.37	3,089.96	3,151.76
Member Services Lead Level 2	3,135.58	3,198.29	3,262.26
Junior Member Services Liaison	2,444.35	2,493.24	2,543.10
Intermediate Member Services Liaison	2,487.99	2,537.75	2,588.51
Senior Member Services Liaison	2,679.61	2,733.20	2,787.87
Member Services Liaison Lead Level 1	3,029.37	3,089.96	3,151.76
Member services Liaison Lead Level 2	3,135.58	3,198.29	3,262.26
Receptionist	2,133.65	2,176.32	2,219.85
Junior File Clerk	1,540.24	1,571.05	1,602.47
Intermediate File Clerk	1,796.77	1,832.71	1,869.36
Senior File Clerk	2,308.19	2,354.35	2,401.44
Temporary Junior Staff	1,246.07	1,270.99	1,296.41
Temporary Intermediate Staff	1,495.10	1,525.00	1,555.50
Temporary Senior Staff	1,744.11	1,778.99	1,814.57

LETTER OF UNDERSTANDING

Re: Working in Another Language

Staff who perform 20% or more work in another language as follows shall receive a \$1,000.00 bonus paid at year end.

Portuguese
French
Italian
Spanish (and new languages as demographic changes)

Executed on this 14 of September, 2021

SIGNED ON BEHALF OF:

LiUNA Pension Fund of Central
And Eastern Canada

Canadian Office and Professional Employees
Union Local 343

Ligi Canozzi

Mary Stalder

David D'Agostino

[Signature]

[Signature]

Don Tamber

iamlocal1922

[Signature]
[Signature]