



Senior Manager, Pensions/Group Annuity Operations Toronto, Ontario

Brookfield Annuity Company is a life insurance company with a primary focus on the pension risk transfer market in which buy-out and buy-in group annuity policies are sold to defined benefit pension plans in Canada. The company was licensed by OSFI in late 2016 and is in its sixth year of active operations. With annual Canadian pension risk transfer volumes being over \$5B and growing, new members of the Brookfield Annuity team will have the opportunity to be part of this exciting company and market.

For more information about Brookfield Annuity, visit our website at www.brookfieldannuity.com

Brookfield Annuity is wholly owned by **Brookfield Asset Management Reinsurance Partners Ltd.** ("BAM Re"). BAM Re is a leading reinsurance business focused on providing capital-based solutions to insurance companies and their stakeholders. Through its operating subsidiaries, North End Re and Brookfield Annuity, BAM Re provides annuity-based reinsurance products to insurance and reinsurance companies and acts as a direct issuer of pension risk transfer products for pension plan sponsors.

Brookfield Annuity Company is hiring a **Senior Manager, Pensions/Group Annuity Operations** for the Operations team. This role will report to the VP, Operations and will assist with overseeing all aspects of the company's annuity policy operations, including new client onboarding, monthly annuity payroll, and annuity administration. The successful candidate must have expert knowledge of pensions and/or group annuities and be able to guide and lead junior staff and partner with our external vendor for group annuity administration. The Senior Manager, Operations also plays a critical role in ensuring that all group annuity payments are accurate and on time. This role collaborates with other functions and departments, including actuarial, investments, risk, finance, and compliance. The business is growing and requires an individual who is dynamic and able to pivot, adapt and learn quickly.

Responsibilities:

New client onboarding

- Work with the pricing team to ensure full understanding of potential transactions, for the smooth transition of won deals to both the system and the third-party administration team
- Assist with developing solutions for any nuances/complexities related to the plan being onboarded
- Review and approve the work done by the team to validate and transform plan member data to align with system requirements
- Perform the verification of annuitant data in the administration system and review of welcome packages

Monthly payroll

- Review the variance analysis performed by the team for monthly payroll reports
- Review the reconciliation of payroll reports with actuarial valuation data for enhanced data integrity
- Sign off on completeness and accuracy of payroll deliverables
- Review the reports and reconciliations for pension plan sponsors, reinsurers, and other insurers (for shared cases)
- Analyze and synthesize data sets/changes into clear actionable decision-making

Annuity administration

- Partner closely with the third-party administration team to support annuity administration activities, investigate and resolve data queries
- Review the data to be sent to the third-party existence checking provider prepared by the team

- Validate monthly potential death reports provided by the third-party provider and recommend / action next steps
- Review T4A and other tax slips prepared by the third-party administration team
- Review ad-hoc requests for member data and reports prepared by the team
- Review data for valuation and reports for reinsurers
- Track and coordinate data changes for successful and timely delivery of administration projects and ensure completeness

Continuous improvement

- Identify and lead/execute opportunities to improve operations efficiency, administrative procedures and customer experience to strengthen relationships with plan sponsors, consultants and annuitants
- Provide direction and potentially assist with the creation and maintenance of Python scripts, SharePoint team sites, PowerBI, Power Automate and PowerApp

Operational Risk Management

- Perform periodic review of access rights to confidential data
- Ensure operational risk controls are followed by the team

Required Skills and Experience

- Pension / group annuity and pension payroll experience and expertise
- Ability to lead, train, mentor and foster strong team collaboration
- Strong client relationship management skills
- Excellent numeracy and fiscal literacy skills
- Strong attention to detail and accuracy
- Operational risk mindset
- Resourceful and solution oriented
- Strong oral and written communication skills
- Experience using Microsoft Office with advanced Excel skills
- Ability to work with large datasets
- Ability to multi-task and perform well under pressure
- Quick to learn new skills and applications
- User Acceptance Testing (UAT) experience

Education

- Bachelor's / University degree or equivalent experience
- PPAC and/or CEBS and/or ASA

Nice to have skills

- Experience using Python
- Experience with business intelligence software (e.g., Power BI)
- Experience with SharePoint, OneDrive, Power Automate and PowerApp
- Bilingual

Please email your application to info@brookfieldannuity.com. Please include your resume and any covering comments you wish to provide.

All applicants must be legally eligible to work in Canada. Employment is contingent on the satisfactory completion of pre-employment background and reference checks. The successful applicant will be required to show proof of full COVID-19 vaccination, subject to any required accommodation under human rights law.