



Vice President, Pensions Services
Alberta Pensions Services Corporation (APS)
Location: Edmonton, Alberta

Company Description:

Alberta Pensions Services Corporation (APS) is a leading provider of pension administration services based in the province of Alberta, Canada. We are committed to delivering accurate and cost-effective pension benefits administration, ensuring the support of members, employers, and pensioners throughout their pension journey. As a trusted partner, APS manages \$6 billion in pension plan funds annually and provides administrative services to over 500 participating employers and over 400,000 members and pensioners. With advanced technology systems, robust infrastructure, and a focus on data security and privacy, APS maintains the highest standards in pension administration.

Why Work for APS:

Join a team of hardworking, respectful, and talented individuals who value diversity in the workplace. APS has been recognized as one of Alberta's Top 75 Employers for 2023, and we prioritize employee engagement and a positive work environment. We offer flexible work arrangements, including work-from-home options, and foster a culture of recognition and appreciation. At APS, you will have the opportunity to contribute to committees, participate in social activities, engage in charitable initiatives, and be part of a values-based recognition program.

Key Accountabilities:

As the Vice President of Pensions Services at APS, you will provide strategic leadership to the Pensions Services division. Your responsibilities will include setting objectives, driving growth, ensuring exceptional service delivery, managing client relationships, ensuring compliance with regulations, and fostering a high-performing team. You will contribute to business development efforts, promote stakeholder engagement, and stay updated on industry trends, positioning APS as a trusted leader in pension administration.

Key Responsibilities:

- Works with the Executive Team to develop a vision that encourages buy-in from the APS Board, pension plans we serve, other stakeholders and APS employees.
- Takes a holistic and futuristic perspective of the organization, recognizing the synergies and interdependencies between the different business functions.
- Participates in the ongoing strategic planning process as an integral member of the Executive Team to enable organizational efficiencies and growth.
- In consultation with APS plan clients, develops the strategic roadmap for pension administration services.
- Aligns Pensions Services Division priorities with the business strategy and organizational goals.
- Understands the big picture, how the environment could impact the organization both negatively and positively.
- Understands how external and internal factors interact to create or reduce risk.
- Leads the identification, development, implementation, and growth of client experience strategies.
- Oversees the execution of the strategic roadmap in collaboration with APS plan clients and APS staff.
- Monitors ongoing feedback of stakeholders in order to identify opportunities for the development and growth of the client experience.
- Develops short- and long-term plans and programs to achieve APS business priorities.
- Responsible for overall client experience, strategy, execution, and cost saving initiatives.
- Oversees and provides direction for the development of service level standards.
- Oversees day-to-day operations and keeps the CEO apprised of significant events.

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- Plans and directs all aspects of client policies, objectives, and initiatives.
- Oversees and ensures adherence to the Member Services Centre, Employer Services, and Client Operations budget.
- Provides leadership to the Member Services Centre, Employer Services, and Client Operations management team, collaborates with management of other departments, and provides vision to enhance the client experience.
- Builds and maintains relationships with stakeholders.
- Monitors changing social, demographic, and political developments that may impact established processes or present new opportunities.
- Works with the pension plans we support and APS to understand the nature and cause of plan rule changes as well as the impacts of implementing them.
- Oversees the collection and preparation of information shared with the plans we serve to address the administrative impacts, cost, and timing of potential plan rule changes. Ensures via Corporate Communications that APS staff have a common understanding of the intended results of any plan rule change.
- Ensures that APS staff, Alberta Treasury Board and Finance, and pension plan staff have been consulted to create a document that comprehensively describes the end results of proposed plan rule changes.
- Ensures legislative documents properly carry out the proposed plan rule change.
- Oversees the work of APS staff in implementing plan rule changes.
- Acts as provincial and national pension liaison.
- Represents APS at a provincial and/or national level in relation to pension plan structure, design and direction. This may include the Public Sector Pension Administrators Forum, the Joint Expert Panel on Pension Standards (JEPPS), Conference Board of Canada, or Canadian Pension and Benefits
- Institute, for example.

Minimum Qualifications:

- Understanding of compliance, client service, operational integrity, and emerging technology.
- Sound understanding of portfolio, program, and project management.
- Knowledge of business principles.
- Strong team leadership and motivational skills.
- Excellent project management and communication skills.
- Ability to adapt to changing priorities and goals.
- Exceptional interpersonal skills and ability to engage with diverse stakeholders.
- Procurement and negotiation skills.
- Ability to promote corporate values and stay updated on business trends.

Additional Information

This is a Canada-wide search that is an open competition where the committee will consider both internal and external candidates. The application portal will remain open until the position is filled.

All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority. If suitable Canadian citizens or permanent residents cannot be found, other individuals will be considered.

If you have any questions about the hiring processes, please contact the team at DHR Global below.