

Analyst, Client Activation - Operations

Toronto, ON

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. With annual Canadian pension risk transfer volumes being over \$7B 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 Reinsurance Ltd.** ("Brookfield Reinsurance"). Brookfield Reinsurance is a leading reinsurance business focused on providing capital-based solutions to insurance companies and their stakeholders. Through its operating subsidiaries, Brookfield Reinsurance provides a broad range of insurance products and services to individuals and institutions, including life insurance and annuities, health and personal and commercial property and casualty insurance.

Brookfield Annuity Company is seeking an Analyst to join our Operations team, reporting directly to the Director of PRT Operations, Onboarding & Client Experience. In this role, you will lead the client activation process for recent client acquisitions, ensuring a thorough understanding of the complexities of the new business and ensure that internal teams, intermediaries, clients and annuitants' interests are protected. Your key responsibilities will include project coordination and delivery, data reconciliation, annuitant communications, fostering relationships with large consulting firms, clients, and outsourcing partners. We are looking for a dynamic, solution driven, quality-conscious, client-focused individual who can learn quickly and thrive in our growing business.

Responsibilities:

- Coordinate multiple onboardings to ensure seamless new business transition.
- Facilitate the establishment of annuity administration processes and accommodation of Pension Plan complexities.
- Assist in setting up annuity administration processes in collaboration with internal and external stakeholders.
- Assist in developing solutions for plan-specific complexities during onboarding, and provide support in investigation and resolution management
- Develop data requirements, validate and assist in transforming pension plan member data, review welcome packages, and assist in aligning data with system requirements.
- Support the transition of new business to the ongoing operations team for timely and accurate ongoing service delivery.

Required Skills:

- Experience in pension plan or group annuity administration
- Strong client relationship management skills
- Excellent oral and written communication skills
- High proficiency in data literacy and analytical thinking
- Strong attention to detail, accuracy and resourcefulness
- Advanced Excel skills and experience with large datasets, with proficiency in Microsoft Office
- Experience with User Acceptance Testing (UAT)

Education

- Bachelor's / University degree or equivalent experience
- PPAC and/or CEBS and/or ASA
- Bilingual skills will be an asset