



Position Profile

Chief Administration Officer

Reports To: Board of Directors

Date: February 2025

ABOUT THE CIVIL SERVICE SUPERANNUATION BOARD

The Civil Service Superannuation Board (Board) is responsible for administering the Civil Service Superannuation Fund, the Public Service Group Insurance Fund, and any other plans under its direction in accordance with the various acts and insurance policies, and for providing efficient services and equal treatment to all its members.

The major objectives and responsibilities of the Board are to:

- Oversee the payment of benefits and maintenance of accurate records for all revenue, expenditure, investment transactions, contributions, earnings, service and interest for each individual member
- Safeguard the assets of the civil service superannuation fund (the fund), monitor the return on fund assets and meet disclosure requirements concerning fund operations
- Ensure employers understand and are performing their responsibility in administering the various benefits
- Inform all members of their benefit entitlements and ensure that their needs concerning benefit information have been satisfied
- Oversee Managements' performance and effectiveness
- Practice good governance

VISION

A professional, sustainable pension plan designed for the future of our members.

MISSION AND PURPOSE

To deliver to our plan members their pension entitlements. We will do this by:

- **Acting collaboratively with each other, with employers and with the plan sponsor, constantly seeking member-focused outcomes.**
- **Prudently investing and monitoring plan assets.**
- **Delivering timely, accurate information to members, allowing them to make educated, informed decisions.**
- **Fostering a working environment that attracts and retains motivated, talented people.**

VALUES

In our relationships, decisions, words and actions, we are guided by the following values:

- **Staying resolutely member-focused; always seeking the best outcomes for our members;**
- **Acting with integrity, professionalism and excellence;**
- **Ensuring transparency and accountability to our members and other stakeholders;**
- **Pursuing and rewarding innovation, in the interests of best outcomes;**
- **Modelling and fostering collaboration and respectful action as the means of pursuing best member outcomes.**

ABOUT THE CHIEF ADMINISTRATION OFFICER

The Chief Administration Officer (CAO) provides leadership and direction to the organization and the Senior Management Team. This role involves communicating the Board of Directors' vision, overseeing the development of operational and strategic goals, and ensuring the implementation of the Board of Directors' decisions, mission, and purpose. The CAO manages key relationships with external stakeholders, aligns organizational policies with the Board's goals, and recruits and retains qualified staff. Additionally, the CAO develops an integrated risk management framework to guide policy decision-making and is a member of the Investment Committee as required by legislation.

GENERAL ACCOUNTABILITY

The CAO is accountable for the accurate and timely delivery of entitlements for a number of separate and diverse plans that include:

- Civil Service Superannuation Board Pension Plan
- MLA Pension Plan (new and old plan)
- Money Purchase Accounts Plan
- Public Service Group Insurance Plan (Group Insurance, Accidental Death & Disablement and Dependents Plans)
- Manitoba Hydro (Centra Gas Local 681, Union and New Salaried Centra Gas Pension Plans)
- Winnipeg Child and Family Services Pension Plan

The CAO is responsible for ensuring entitlements are delivered (where applicable) in accordance with:

- The Income Tax Act (Canada)
- The Pension Benefits Act (Manitoba)
- The Civil Service Superannuation Act ("Act")
- Public Servant's Group Insurance Act
- Governing legislation
- Board policies
- Other plan texts (Centra Gas, etc.)

The CAO provides supervision to four (4) full time members of the Senior Management Team. The day-to-day management and delivery of pension and insurance benefits is accomplished by a dedicated and diverse team consisting of approximately 50 staff members.

KEY LEADERSHIP ACCOUNTABILITIES

LEADERSHIP:

- Provides effective support to the Board which includes providing reasonable advice.
- Presents well researched and thought-out interpretations and recommendations relating to policy, legislation, and plans to a diverse range of Board members, Investment Committee members, stakeholders, government officials, unions and other partners.

- Provides leadership and direction to the organization and the Senior Management Team by communicating the goals, decisions, and mission of the Board.
- Oversees performance management of the Senior Management Team.
- Leads and facilitates monthly Senior Management Team meetings.
- Reviews staffing and succession planning within the organization.

OPERATIONAL GOAL SETTING:

- Sets operational goals annually with the Senior Management Team and presents to the Board of Directors for approval.
- Manages operational goals by guiding the Senior Management Team and reports progress to the Board of Directors on a regular basis.
- Identifies and pursues opportunities for organizational efficiencies.
- Provides feedback on project development and status to the Senior Management Team and Board of Directors.
- Ensures proposed changes to operational goals are researched and recommended as appropriate.

STAKEHOLDER RELATIONSHIP MANAGEMENT:

- Manages relationships on behalf of CSSB with the Board, stakeholders, government, and the Minister responsible for the Act.
- Maintains effective relationships and acts as an advisor to the various employee unions, government and other stakeholder groups.
- Operates as a Liaison with various Employee Advisory Committees.
- Addresses and resolves complaints, issues or concerns raised by government, stakeholders or members.
- Serves as a liaison between the Board and Minister responsible for the Act.
- Collaborates with internal and external stakeholders in development of policy and legislation.
- Presents best policy recommendations and alternatives and identifies related risks that may exist to the Board and its sub-committees for review and approval
- Ensures implementation of approved policies and amendments.
- Builds relationships with other Pension Plan administrators, participating in conferences and knowledge sharing.
- Ensures timely delivery of accurate benefits entitlements to stakeholders.
- Works with plan actuaries and provides feedback or interpretation of the actuary's discoveries or advice to the Board.

PLAN MANAGEMENT:

- Plans for effective, efficient and timely administration and delivery of programs through Plan definition, development and implementation in accordance with approved policies and guidelines.
- Directs strategic analysis and monitors benefits administration, identifying deficiencies and ensuring corrective actions are taken on a timely basis.
- Ensures compliance with legislation, in addition to actuarial and financial principles.

- Communicates and implements management control systems while providing effective administration and program delivery.
- Leads Reciprocal Agreement negotiations through the development, implementation and monitoring of portability issues and programs, developing and recommending a statutory and regulatory framework.
- Liaises with the Board's consulting actuary regarding matters of Plan design, changes, funding, actuarial valuations, etc.
- Participates in annual negotiations with insurance carriers to ensure cost-effective management of the insurance fund.
- Provides sound recommendations to policy decision-makers.
- Ensures pension administrative system maintenance which provides accurate and timely data for analysis and program delivery.
- Identifies matters that may negatively affect a plan to the Board and Investment Committee.

ADMINISTRATIVE AND FINANCIAL:

- Responsible for setting and managing the overall budget of the Board.
- Provides and present an annual report to the Board of Directors and all other interested parties at Annual meeting.
- Administers other pension plans outside of scope of main civil service plan and based contractual agreements, at discretion of the board.
- Provides for the ongoing educational development of Board staff to ensure the Board meets the industry's ever-changing needs.
- Manages communications with legal counsel, seeking legal advice when required.
- Attends all finance and audit meetings. Support management with audit processes and obligations.
- Oversees annual budget preparation and service delivery as it relates to delivery of entitlements, contribution/premium collections, and precise and timely entitlement calculations.

EDUCATION AND EXPERIENCE REQUIREMENTS

The ideal candidate should hold a university degree in business, accounting, actuarial sciences, or in a related field. The role requires ten (10) years of progressive senior leadership experience. The ideal candidate should possess pension-related experience, preferably within the defined benefit sector. Familiarity with member pension administration systems, effective communication strategies, and a solid understanding of pension concepts, actuarial principles, financial statements, and pension legislation are essential. Some working knowledge of investment management would be an asset. Equivalent combinations of education and experience may be considered.

Candidates must demonstrate integrity by making principle-centered decisions, delivering on promises, and handling confidential information with discretion. They should exhibit sincerity, honesty, respect, empathy, and maintain composure in difficult situations. Candidates must clearly articulate a practical vision for the future, inspire teamwork, and promote cooperation and collaboration within and outside the organization. They should identify critical issues, make tough decisions, encourage creative thinking, embrace change, and lead by example

to drive continuous improvement and innovation. Excellent judgment involves efficiently assessing situations, knowing when to seek input, drawing sound conclusions, recommending policy changes, and taking appropriate risks. Evaluating options thoroughly and making informed decisions that balance risk and reward is essential. Strategic relationship building and collaboration are vital. Candidates must be able to balance stakeholders' needs, build respectful relationships, share knowledge, seek collaboration opportunities, communicate effectively, and leverage networks to promote dialogue and partnerships.

Below is a complete list of competencies that candidates should be able to demonstrate.

COMPETENCY REQUIREMENTS

<p>Integrity</p>	<ul style="list-style-type: none"> • Keeps the greater good of Plan Members in mind at all times and advances the interests of the public in all policies, processes, and practices • Makes principle-centered decisions • Delivers on promises • Assumes responsibility, accountability and follows through when making commitments • Demonstrates sincerity, honesty, respect, empathy, and adherence to the standards and principles of the pension administration system • Maintains composure and perspective in difficult or volatile situations • Able to maintain confidential information and use discretion in all interactions
<p>Strategic, Innovative and Progressive Leadership</p>	<ul style="list-style-type: none"> • Has broad knowledge and perspectives • Establishes a shared vision and common goals and creates the environment where the system can achieve them • Adopts a long-term view of strengths, weaknesses, opportunities, and risks in a changing operational environment • Able to identify, assess, and mitigate risks by analyzing potential impacts and developing strategies to manage them • Evaluates options with a thorough analysis of pros and cons, and makes informed decisions that balance risk and reward • Maintains a forward-thinking approach to anticipate and address potential challenges, ensuring the organization's stability and growth • Clearly articulates a practical vision for the future, a credible case for change / enhancement, and influences and inspires others to work as part of a team toward that vision • Promotes cooperation, collaboration, and integration between individuals and groups both within and outside of the organization, ensuring everyone understands each other's roles, responsibilities, and contributions • Identifies critical issues that will have an impact on the system • Is willing to make tough business and people decisions

	<ul style="list-style-type: none"> • Encourages creative thinking and the development of new ideas, processes, and solutions • Embraces change, promotes continuous improvement, and leads by example to drive the organization forward
<p>Excellent Judgment</p>	<ul style="list-style-type: none"> • Efficiently and effectively perceives and assesses situations • Understands when decisions require input and when they do not • Asks the right questions and actively engages individuals across the organization to get the information needed • Draws sound conclusions and recommends changes in policies and practices as required • Generates options with an analysis of pros and cons as well as identified impacts • Identifies the impacts and risks associated with decisions and takes appropriate risks – something about risk management in communication and responses • Influences decisions that challenge the status quo and provoke growth and positive development in the system • Takes responsibility for difficult decisions • Defines decision-making model(s) / principles / criteria for others • Utilizes objective, factual and valid information from a variety of sources to make informed decisions, understand the potential impacts, and keep all relevant parties informed
<p>Strategic Relationship Building and Collaboration Focused</p>	<ul style="list-style-type: none"> • Takes the opinions of others into account when making decisions • Strives to understand and balance the needs of all stakeholders • Builds and maintains respectful and inclusive working relationships by being open-minded and contributing to team efforts • Demonstrates openness to share knowledge, ideas and resources • Seeks opportunities to collaborate with internal/external partners • Seeks opportunities to build and maintain strong teamwork, partnerships, and networks • Communicates well with others, ensuring that messages are clear, understood, and appropriate • Relates well with people and promotes dialogue, cooperation, collaboration and partnerships between individuals or groups • Is an attentive and active listener to interested parties and authentically engages them in the work • Values and leverages the power of networks and influence
<p>Effective Oral, Written and Presentation Skills</p>	<ul style="list-style-type: none"> • Defines the principles and framework of effective organizational communication • Actively listens to messages being communicated by stakeholders • Articulates complex ideas in a clear, understandable way

	<ul style="list-style-type: none"> • Creates and conducts powerful presentations to small and large groups • Develops well-constructed documents and reports • Provides sound, credible and thorough information to the executive team, the Board of Directors, the Minister Responsible for the Civil Service Superannuation Act, and the Plan members • Effectively facilitates meetings and discussions to assist participants in reaching shared decisions and fostering positive relationships
Financial Acumen	<ul style="list-style-type: none"> • Understands the financial models of the system and the elements that impact the model and financial performance • Implements strong budgeting, financial reporting and monitoring processes • Implements a risk-based approach to financial management and ensures appropriate policies are in place
Results Orientation	<ul style="list-style-type: none"> • Incorporates the needs of all stakeholders and members when setting standards, strategies, and organizational direction • Sets goals and priorities that maximize the use of resources available to consistently deliver results based on strategic direction and stakeholder expectations • Driven to meet a high standard of performance • Monitors progress towards a goal, anticipates problems, and makes adjustments when necessary
Political Acumen	<ul style="list-style-type: none"> • Understands complex political situations and determines effective strategies to maximize opportunity and minimize risk • Understands and respects the role of all parties and how they might work together • Gains and effectively uses knowledge of formal and informal political, social and organizational structures and relationships to achieve positive change

If you wish to explore this opportunity, please contact or submit your resume to:

LILLIAN WONG, Director, Executive Search and Recruitment
MNP LLP

Email: lillian.wong@mnp.ca

ABOUT WINNIPEG

Winnipeg is located in Treaty One Territory, the home and traditional lands of the Anishinaabe (Ojibwe), Inineu (Cree), and Dakota peoples, and in the National Homeland of the Red River Métis. Our drinking water comes from Shoal Lake 40 First Nation, in Treaty Three Territory.

Winnipeg is the vibrant capital city of Manitoba and lies at the geographic heart of North America. “The Peg” is located in the fertile Red River Valley at the junction of the Red and Assiniboine Rivers. The city is named after the nearby Lake Winnipeg and comes from the Western Cree words for “muddy water” - “winipīhk”. The region is the traditional territory of the Anishinabe (Ojibway), Inineu (Cree), Oji-Cree, Dene, and Dakota, and is the birthplace of the Red River Métis Nation.



As of 2023, Winnipeg, the capital city of Manitoba, has a population of over 834,000 people and is steadily growing. It is the sixth largest city in Canada and the largest city in the province. Statistics Canada predicts that the population will approach 1 million by 2030.

One of the most economically and culturally diverse cities in Canada, Winnipeg is well known for its cultural achievement, flourishing arts scene, and welcoming spirit. We are a quirky, four-season city with something for everyone. Our location in the center of the continent makes for bright and sunny weather (sometimes windy too!), while the city is surrounded by prairie, forests, and hundreds of lakes – including Lake Winnipeg, the world’s 11th-largest freshwater lake. We have so many tree-canopied neighbourhoods for you to call home, and a never-ending list of activities for you to enjoy. No matter what your interests are, Winnipeg’s lifestyle is here for you.

A “City of Sunshine” we have the highest average number of sunlight hours in Canada with an average summer temperature of 25.4°C and an average winter temperature of -12.9°C.

Well known as a transportation hub and the “Gateway to the West”, key industries in Winnipeg include aerospace, agribusiness, finance and insurance, health and biotechnology, information and communications, electric power and apparel and furniture manufacturing. Major employers include James Richardson and Sons, Investors Group, Canada Life, Palliser Furniture, Motor Coach Industries, New Flyer, Boeing, Standard Aero, Pollard Banknote and Bristol Aerospace.

CentrePort Canada

The development of an inland port which will be a hub of transportation activity that brings together road, rail and air cargo to a central location for re-distribution with the intent of facilitating international trade and distribution and creating value-added services as goods move through the supply chain. Winnipeg’s proximity to the geographic centre of North America and 20,000 acres of land around the airport will be capitalized on to expand Winnipeg’s position as one of North America’s most important trading centres.

Manitoba Museum

The Manitoba Museum’s Indigenous Advisory Circle features members, academics and artists from the Dakota, Denesouline and Anishinaabekwe First Nations, along with Inuit elders and members of the Métis Nation. This Circle has been instrumental in bringing the Museum’s exhibits into the 21st Century, guiding aspects like Treaty Interpretation, Truth

and Reconciliation and the handling and display of important artifacts. To learn more of the area's Indigenous history, you'll find content in nearly every gallery, while notable exhibits include, We Are All Treaty People, the newly expanded and re-designed Prairies Gallery (which confronts Residential Schools and historic injustices on the land) and the iconic Welcome Gallery, which features a life-sized diorama of a Métis bison hunt

Assiniboine Park & Zoo

Winnipeg's premier green space is already visited by millions of people annually and already boasts the Leo Mol Sculpture Garden, the Assiniboine Park Zoo, and the Lyric Theater at which free concerts play throughout the summer season. With the establishment of the Assiniboine Park Conservancy, a private not-for-profit corporation dedicated to improving its infrastructure and services, the park and zoo have expanded to a world-class floral, zoological, artistic, and activity-based attraction to deliver internationally renowned entertainment and recreation options. The Journey to Churchill exhibit has been recognized as the most comprehensive northern species exhibit of its kind. Recently opened to the public, The Leaf is a spectacular indoor horticultural attraction that showcases four distinct biomes; the Hartley and Heather Richardson Tropical Biome, Mediterranean Biome, Babs Asper Display House, and the Shirley Richardson Butterfly Garden. The outdoor Gardens at The Leaf offers six diverse gardens spread through 30 acres of greenspace. The Indigenous Peoples Garden is a gathering place that celebrates Indigenous cultures and their deep philosophical understanding and respect for nature.



The Canadian Museum for Human Rights

Located in the heart of downtown Winnipeg, the Canadian Museum for Human Rights, Canada's first federal museum located outside Ottawa, is housed in an iconic building and will be a national and international destination and a centre of learning where Canadians and people from around the world can engage in discussion and commit to taking action against hate and oppression. Opened in 2014, it enhances the public understanding of human rights, promotes respect for others, and further cements Canada's reputation for championing human rights issues from right here in Winnipeg.



True North Square

An iconic mixed-use development in the heart of Winnipeg's downtown area. True North Square is more than a collection of buildings – it is a living entity ready to accommodate a dynamic Winnipeg community, drawing in and capitalizing on the synergies between working, living, socializing, and gathering all in one central location. It is designed to be a vibrant hub that combines office, retail, residential, and entertainment spaces. The development spans over 1 million square feet and is situated between the Canada Life Centre and the RBC Convention Centre, making it a central part of Winnipeg's sports and entertainment district.

Sports

Winnipeg's sports teams offer a diverse range of entertainment and have fostered a strong sense of community pride. The Winnipeg Blue Bombers are a storied football team in the Canadian Football League (CFL). The team plays its home games at Princess Auto Stadium and is known for its dedicated fan base and community ownership. The Winnipeg Goldeyes are a minor-league baseball team that plays in the American Association of Professional Baseball. Established in 1994, the Goldeyes have won multiple league championships. They play their home games at Blue Cross Park and are affectionately nicknamed "The Fish". The Winnipeg Sea Bears are a professional basketball team competing in the Canadian Elite Basketball League (CEBL). Founded in 2022, the Sea Bears play their home games at the Canada Life Centre. They have quickly become a beloved part of Winnipeg's sports scene. Lastly, the Winnipeg Jets are a professional ice hockey team in the National Hockey League (NHL). The team was originally established as the Atlanta Thrashers in 1999 and relocated to Winnipeg in 2011, bringing back the Jets name. The Jets play their home games at the Canada Life Centre.



Blue Cross Park

Blue Cross Park, located at One Portage Avenue East in downtown Winnipeg, Manitoba, is a premier baseball stadium and home to the Winnipeg Goldeyes of the American Association. Opened in June 1999, this state-of-the-art facility has received rave reviews for its excellent amenities and vibrant atmosphere. The park features a seating capacity of 7,481, 30 luxury skysuites, a picnic area, and an open patio overlooking the field from the right field corner. Blue Cross Park is not only a great place to watch baseball but also hosts various functions, concerts, and other sporting events, including the baseball competition at the XIII Pan Am Games.

Canada Life Centre

Home of the Winnipeg Jets and Winnipeg Sea Bears is Canada Life Centre, an indoor sports arena and entertainment venue in downtown Winnipeg. This facility can host a variety of premier sports, music and entertainment events and is designed to ensure the ultimate fan experience.

Princess Auto Stadium

Home of the Winnipeg Blue Bombers and the Manitoba Bisons, Princess Auto Stadium is a world-class athletic and recreation venue constructed near the University of Manitoba. The facility includes a new stadium with over 33,000 seats and 40 private suites with additional hospitality areas and a new fitness centre. Valour FC is a Canadian professional soccer club in Winnipeg which competes in the Canadian Premier League and plays their home matches at Princess Auto Stadium.



James Richardson International Airport

The \$585 million transformation of Winnipeg's airport including the construction of a new terminal, access road, parkade and an additional hotel means Winnipeg's ever-increasing passenger and cargo traffic levels will continue to be managed safely and efficiently. With expanded retail services reflective of Winnipeg, the ability to accommodate more and larger international flights, the opening of a new bus terminal, and the relocation of the Canada Post plant nearby, Winnipeg's airport is literally positioned to become one of the busiest in Canada.

The Assiniboine River Walk

A lighted pathway that lies on the north shore of the Assiniboine River from the Forks to the Legislative Grounds.

The Manitoba Centennial Centre

Home to Canada's Royal Winnipeg Ballet, the Manitoba Opera and the Winnipeg Symphony Orchestra, located in downtown Winnipeg includes the Concert Hall and Planetarium and the Manitoba Museum.

Rainbow Stage

Located at Kildonan Park offers fun, superb, award-winning performances of popular Broadway hits in a covered outdoor setting.

The Royal Manitoba Theatre Centre

Canada's first English-speaking regional theater and a model for regional theatres throughout North America; presents over 250 performances annually for more than 150,000 theatre lovers.

Fort Whyte Centre for Environmental Education

Fort Whyte is a wild oasis offering forests; self-guided trails, an interpretive centre and a freshwater aquarium.

Culture and Festivals

With over 935 parks, 24 golf courses, 50 indoor arenas and curling rinks, 40 galleries, 50 theatres and performance venues, and 20 libraries we believe in community, recreation and fun. We enjoy numerous unique festivals in our community including the Red River Exhibition with Manitoba's largest midway and a wide variety of family entertainment. Folklorama is the largest running multicultural event in the world of its kind, held throughout the city for two consecutive weeks during the summer months. The Winnipeg Fringe Theatre Festival is the second-largest fringe festival in North America. The annual Winnipeg Folk Festival is internationally renowned, 40 years old and running strong.



The Festival du Voyageur is one of North America's longest-running winter festivals. These along with numerous others including the Winnipeg International Children's Festival, and the Winnipeg Jazz Festival, which hosts some of the finest Jazz Musicians from around the world and converges at the Winnipeg Art Gallery (Canada's oldest public Art Gallery,) help ensure that our unique contemporary culture grows and thrives.

Our musical roots are strong and deep as well. Since its founding in 1948, the Winnipeg Symphony Orchestra has been a pillar in the Canadian music scene, including the Winnipeg New Music Festival which features international and local artists who delight thousands of attendees each year. The Manitoba Chamber Orchestra has been offering an accessible, eclectic repertoire for over 50 years. The Manitoba Opera has also celebrated over 50 years of "changing people's lives through the glory of" professional opera. With over a century of experience, the Winnipeg Philharmonic Choir is Western Canada's longest-established adult choral group with a well-earned reputation for excellence.

There is no shortage of entertainment options and we have a sophisticated and open cultural scene. Canada's crossroads are easy to get to by land, rail or air; but difficult to leave. For more information on Winnipeg please visit

<https://www.travelmanitoba.com>, www.winnipeg.ca, www.economicdevelopmentwinnipeg.com, www.winnipeginlandport.ca, and www.centreventure.com.