



COLLECTIVE AGREEMENT

- between -

**LABOURERS' 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")

2017 to 2020

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COLLECTIVE AGREEMENT

Between:

LABOURERS' 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 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

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.

- (ii) Hours of work for the position of Pension Benefits Service Representative will be from 35 to 39 hours and may require some weekend work at the rate attached as per Schedule A. Overtime for the hours between 35 and 39 will not be subject to overtime.

- 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.
- 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 or 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	Employees 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.)
- 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:

- Eight dollars and seventeen cents (\$8.17) per hour effective January 1, 2018.
- Eight dollars and ninety-two cents (\$8.92) per hour effective January 1, 2019
- Nine dollars and sixty-seven cents (\$9.67) per hour effective January 1, 2020.

to the LABOURERS' 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 employees' duties or contributing to the employees' promotional opportunities with the Employer:

$\frac{2}{3}$ of cost upon enrolment;
 $\frac{1}{2}$ 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.

Top up will be provided by the Employer of 20% on the Employees EI Benefits for one year or pro-rated over 18 months.

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 employees contributions, if any, to such plans.

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) weeks' 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) weeks' 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 Administrator 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 Administrator 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, 2017 and shall remain in force until August 31, 2020 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 18 of Oct, 2018

SIGNED ON BEHALF OF:

Labourers' Pension Fund of Central
And Eastern Canada

Canadian Office and Professional Employees
Union Local 343

COPE343

SCHEDULE "A"

Pension Benefits Department

Member Services Representative

- Handle requests for Member History Printouts
- Requests for current year Annual Benefit Statements
- Active/Inactive/DP Address changes and phone calls related
- Reset Access LPF Passwords
- Sending out Beneficiary Designation Forms as requested
- Assists in distribution and screening of LPF general email inbox
- Send out WSIB Authorization forms to AC/INAC/DP members
- Send out WSIB claim requests to WSIB or applicable workers Compensation Board
- Send FLV Applications and cover letters to members and representatives upon request
- Maintenance of member information and record keeping
- Promotes LPF's online services
- Assists with general office duties, processing and administration as required
- Having up front dialogue with members to identify unrealized needs
- Making outbound awareness and service follow up calls to members
- Solve member issues and know when to escalate if required
- 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

Member Services Representative Level 1

- Entry level

Member Services Representative Level 2

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

Member Services Representative Level 3

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

Junior Pension Mail Clerk

- Pension Benefits Department mail
- Maintains files and department correspondence
- Assists Analysts with any labels and files that need to be created
- Files Active, DP, Term and Pension files
- Scans and uploads Enrollment cards and Beneficiary Designation Forms
- Runs job and mails/upload letters from jobs PEN1070 and PEN1071 on a monthly basis
- Scans address changes
- Additional duties upon request

Intermediate Pension Mail Clerk

- Pension Benefits Department mail
- Maintains files and department correspondence
- Assists Analysts with any labels and files that need to be created
- Files Active, DP, Term and Pension files

- Scans and uploads Enrollment cards and Beneficiary Designation Forms
- Runs job and mails/upload letters from jobs PEN1070 and PEN1071 on a monthly basis
- Scans address changes
- Additional duties upon request

Senior Pension Mail Clerk

- Pension Benefits Department mail
- Maintains files and department correspondence
- Assists Analysts with any labels and files that need to be created
- Files Active, DP, Term and Pension files
- Scans and uploads Enrollment cards and Beneficiary Designation Forms
- Runs job and mails/upload letters from jobs PEN1070 and PEN1071 on a monthly basis
- Scans address changes
- 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

Junior Pension Benefits Clerk

- Maintains files and department correspondence
- Assists Analysts with any labels and files that need to be created
- Files Active, DP, Term and Pension files
- Scans and uploads Enrollment cards and Beneficiary Designation Forms
- Scans address changes
- Back up to reception
- Additional duties upon request

Intermediate Pension Benefits Clerk

- Handles and assigns all Pension Benefits Department mail
- Responsible for Signature Letter Upload
- Maintains files and department correspondence
- Assists Analysts with any labels and files that need to be created
- Files Active, DP, Term and Pension files
- Scans and uploads Enrollment cards and Beneficiary Designation Forms
- Scans address changes
- Back up to reception
- Additional duties upon request

Senior Pension Benefits Clerk

- Responsible for mailing LPF published documents to Local Unions upon request
- Assists telephone inquiries from Pensioners, Beneficiaries, and Active, Terminated members.
- WSIB/Hear loss inquiries for active members.
- Pensioner/Beneficiary address changes and phone calls
- Responsible for all entering of Domestic and Foreign EFT accounts and dealing with financial institutions as required

- Mails pension applications and other required documents
- 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
- Print T4s 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 Pension Benefits Department mail
- Back up for Signature Letter Upload
- Back up to reception as required
- Additional duties upon request

Junior Pension Benefits Clerk

- Entry level

Intermediate Pension Benefits Clerk

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

Senior Pension Benefits Clerk

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

Junior Pension Benefits Analyst

The Junior Pension Benefits Analysts performs the following tasks:

- Processes pension applications
- Processes termination applications
- Provides VETM forms to members upon request
- Handles all general mail inquiries including self-payments, WSIB, estimates, Service Canada etc.
- 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
- Provides members with Annual Benefit Statements upon request
- Provides members/beneficiaries with T4As or NR4s upon request
- 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
- Age 71 and age 65 letters
- Additional duties upon request

Intermediate Pension Benefits Analyst

The Intermediate Pension Benefits Analysts performs the following tasks:

- Processes pension applications
- Processes termination applications
- Provides VETM forms to members upon request
- Handles all general mail inquiries including self-payments, WSIB, estimates, Service Canada etc.
- 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
- Provides members with Annual Benefit Statements upon request
- Provides members/beneficiaries with T4As or NR4s upon request
- 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
- Age 71 and age 65 letters
- Handles Canada Revenue Agency Garnishments as assigned
- Additional duties upon request

Senior Pension Benefits Analysts

- Processes pension applications
- Processes termination applications
- Provides VETM forms to members upon request
- Handles all general mail inquiries including self-payments, WSIB, estimates, Service Canada etc.
- Communicates with Companies, WSIB and Service Canada regarding Pension/Termination files and general inquires
- 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
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- Provides members with Annual Benefit Statements upon request
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- 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
- Age 71 and age 65 letters
- 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 as assigned
- 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
- Produces job for payable in 5 year payments due as assigned
- Training new staff in Pension Benefits Department as assigned
- Additional duties upon request

Junior Pension Benefits Analyst

- Entry Level

Intermediate Pension Benefits Analyst

- 1 RPA or other Pension Related courses as approved by the administrator and or Senior assigned banking responsibilities
- 3 years as Pension Benefits Analyst and/or Management's approval

Senior Pension Benefits Analyst Level 1

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

Pension Benefits Specialist

- Assists with Commuted Value transfers into the Fund and Marriage Breakdown calculations
- Assists with writing and compiling of communication and marketing materials related to the Pension Benefits Department. ie. Newsletters, notices and flyers
- Assists with interpreting internal and external regulatory policies and their impact on the pension administration practice
- Responsible for updates to the Pension Benefits Department Procedure Manual
- Assists Pension Advisor/Pension Benefits Systems Specialist and Procure staff regarding any system issues, website, and new required reports
- Back up to Pension Supervisor for monthly pension cheque balancing
- Back up to Pension Supervisor or Pension Benefits Services Manager to prepare and submit Retroactive Payments Report annually to Canada Revenue Agency
- Gatekeeper for Pension Benefits Network. Ensures all letters and forms are up to date
- Working together with Pension Benefits Advisor, Pension Benefits Supervisor or Pension Benefits Services Manager and Pension Benefits Compliance Manager on special projects as required
- Additional duties upon request

Requirements:

- RPA Designation or other designation for Pension Related courses as approved by administrator
- 3 years as Senior Pension Benefits Analyst at Level 3 and/or Management's approval

Pension Benefits Systems Analyst

- Reports to the PBD Supervisor.
- Assistant to the 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 Advisor.
- Consults with the Pension Benefits Supervisor in development of testing groups/teams within the Pension Benefits Department
- Communicates with Pension Benefits Staff to determine if system processes can be improved and reports to Pension Benefits Advisor and Pension Benefits Supervisor
- 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 Jtrac tickets
- Responsible for UAT testing of any new releases and on-going Jtrac tickets
- Assists with updating Correspondence updates in Pentrax system
- Assists in communication to the Pension Benefits Department 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 the 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
- Assists in updates for the Pension Benefits Department Procedure Manual related to Pentrax updates
- Additional duties upon request

Requirements:

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

Pension Benefits Services Representatives

- 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
- Provides members with different scenarios regarding transferring funds and keeping them with the Fund
- Answer telephone inquiries regarding pension and termination

- Assist member with the completion of forms regarding pension and/or termination, eg. WSIB authorization forms, HRDC authorization forms, Direct Deposit forms, marriage break down, option election etc.
- Provides members with member history reports
- Generates annual benefit statements
- Complete and update address changes
- Complete member info cards
- Provide information to members and business agents regarding 30-55, 30+ and new formula rules (calculations) and other general questions.
- Assists members and local union representatives with inquiries regarding pension retirement
- May be required to work various shifts inclusive of weekend hours
- Additional duties upon request

Contribution Control Department

Junior Contribution Control Support

- Prepare & Distribute Incoming Mail
- Assist in banking preparations
- Maintenance of files and department correspondence
- Create Agreement Files
- Create Employer Files
- Mailing of the Welcome Package
- Scanning & Filing of Employer Reports/ Agreements
- Daily Correspondence to companies & Local Unions
- Monthly and yearly mailing
- Additional duties upon request

Intermediate Contribution Control Support

- Processing of daily mail
- Preparing of daily mail for deposit
- Balancing of deposit
- Assists with Daily processing of banking
- Daily correspondence regarding redirecting of improper cheques (i.e. body & figure; signature required, address incorrect)
- Maintenance of files and department correspondence
- Create Agreement Files
- Create Employer Files
- Mailing of the Welcome Package
- Scanning & Filing of Employer Reports/ Agreements
- Daily Correspondence to companies & Local Unions
- Updating NIL Reports
- Monthly and yearly mailing
- Receives and assists with the yearly phone calls for; Pension Adjustments, OPDC & PSF receipts
- Additional duties upon request

- Minimum 3 years working in Junior Contribution Control Support or previous administration work experience

Senior Contribution Control Support

- Processing of daily mail
- Preparing of daily mail for deposit
- Balancing of deposit
- Daily processing of the banking
- Daily correspondence regarding redirecting of improper cheques (i.e. body & figure; signature required, address incorrect)
- Maintenance of files and department correspondence
- Create Agreement Files
- Create Employer Files
- Mailing of the Welcome Package
- Scanning & Filing of Employer Reports/ Agreements
- Daily Correspondence to companies & Local Unions
- Updating NIL reports
- Process reports with no cheques
- Send Dormancy Status Forms
- Preparation of Department Meeting Minutes for Supervisor and Manager
- Manages the monthly and yearly mailings
- Receives and assists with the yearly phone calls for; Pension Adjustments, OPDC & PSF receipts
- Additional duties upon request

➤ Minimum 5 years working in Junior Contribution Control Support or previous administration work experience

Junior Contribution Control Clerk

- Processing of daily mail
- Preparing of daily mail for deposit
- Balancing of deposit
- Daily Correspondence to companies & Local Unions
- Additional duties upon request

Intermediate Contribution Control Clerk

- Processing of daily mail
- Preparing of daily mail for deposit
- Balancing of deposit
- Daily Correspondence to companies & Local Unions
- Addition of new Contributing Employers to system
- Preparation of Employer Contributions Report Batches
- Research of complex reports
- Additional duties upon request

Senior Contribution Control Clerk

- Processing of daily mail
- Preparing of daily mail for deposit
- Balancing of deposit
- Daily Correspondence to companies & Local Unions
- Addition of new Contributing Employers to system

- Handling of incoming calls regarding website
- Final review of Employer Contribution Batches prior to data entry
- Maintaining of NSF & replacement cheques
- Processing of Complex Reports
- Additional duties upon request

Junior Data Entry Processor

- Data Entry of Employer Contribution Reports
- Additional duties upon request

Intermediate Data Entry Processor

- Data Entry of Employer Contribution Reports
- Daily correspondence regarding redirecting of improper cheques (i.e. body & figure; signature required, address incorrect)
- Additional duties upon request

Senior Data Entry Processor

- Data Entry of Employer Contribution Reports
- Daily correspondence regarding redirecting of improper cheques (i.e. body & figure; signature required, address incorrect)
- Additional duties upon request

Junior Contribution Control Analyst

- Daily correspondence to companies and Local Unions regarding Collective Agreements
- Assist with monthly delinquency reporting to companies and Local Unions
- Participate in Pentrax system development
- Additional duties as required
- Handle incoming calls regarding websites
- Additional duties upon request

Intermediate Contribution Control Analyst

- Daily correspondence to companies and Local Unions regarding Collective Agreements
- Assist with monthly delinquency reporting to companies and Local Unions
- Participate in Pentrax system development
- Handle incoming calls regarding websites
- Employer refund processing
- Customer Service for incoming calls regarding website assistance
- Preparation of Agenda and Meeting Minutes for meetings with the Administrator
- Scanning of Collective Bargaining agreements
- Additional duties upon request

Senior Contribution Control Analyst

- Oversee Junior and Intermediate Contribution Control Analyst duties
- Preparation and processing of daily and monthly delinquency correspondence and reporting
- Request, process and maintain Agreement documents and implement rates
- Scanning of Collective Bargaining Agreements
- Employer refund processing
- Gate keeper for Department Pentrax System Permissions

- Contributes to Pentrax system design and development, including LPF website modules
- Customer Service for incoming calls regarding website assistance
- Preparation and processing of complex adjustments
- Prepare required reporting for Board of Trustees meetings
- Preparation of Agenda and Meeting Minutes for meetings with the Administrator
- Fields incoming phone calls from Local Unions, Employers, Associations and Members
- Assists Contribution Control Manager
- Additional Duties upon request

Junior Data Control Analyst

- Maintenance of Employer S.I.N. (Mergers)
- Distribution of Money Trust Clearing cheques
- Data Entry backup as required
- Participates in Pentrax system development
- Handle incoming calls regarding websites
- Additional duties upon request

Intermediate Data Control Analyst

- Maintenance of Employer S.I.N. (Mergers)
- Distribution of Money Trust Clearing cheques
- Data Entry backup as required
- Participates in Pentrax system development
- Handle incoming calls regarding websites
- Provide statistical reporting on departmental flow and efficiencies
- Customer Service for incoming calls regarding website assistance
- Data Entry of Employer Contribution reports as required
- Fields incoming phone calls from Local Unions, Employers, Associations and Members
- Additional Duties upon request

Senior Data Control Analyst

- Provide statistical reporting on departmental flow and efficiencies
- Participates in updates of Department Procedures Manual
- Identify, communicate, train and implement procedure modifications
- Contributes to Pentrax system design and development, including LPF website modules
- Customer Service for incoming calls regarding website assistance
- Preparation and processing of complex adjustments
- Verify and process monthly Trust Clearing data and payments
- Fields incoming phone calls from Local Unions, Employers, Associations and Members
- Data Entry of Employer Contribution reports as required
- Reviews and processes Refund Requests
- SIN Merges
- Bankruptcy Notifications
- Pension Suspensions
- Additional duties upon request

Administration Department

Junior File Clerk

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

Intermediate File Clerk

- Maintenance of files and department correspondence
- Additional duties as required

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

Senior File Clerk

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

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

Junior 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

Intermediate 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
- Oversees all documents and correspondence that pertain to reception related matters which include the following items: re-prints of Annual Benefit Statements and correspondence , staff attendance and follow up with employees regarding submission of makes up times for lateness/absenteeism, courier correspondence, printing and mailing of detailed Employment Work History Reports for Local Unions, Member Information Cards updates and correspondence, maintains daily statistics on total member Walk- Ins and department telephone call distribution
- Places all service calls for copiers, mailing machines and fax machines
- 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
- Corresponds with various requestors outside of the Fund regarding Reception related matters
- Maintains marketing materials and literature located in the lobby
- Check telephone system for general mailbox messages and transfers to appropriate department
- Maintain interview rooms
- Maintain logging of personnel calls, employee breaks/lunches
- Answer basic inquiries. I.e. address changes. Direct calls to the appropriate location when LPF office has been called in error (Local/Benefit calls)

- Assist in entering active member address changes
- May assist other departments under Managements direction
- Additional duties upon request

Senior 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
- Oversees all documents and correspondence that pertain to reception related matters which include the following items: re-prints of Annual Benefit Statements and correspondence, staff attendance and follow up with employees regarding submission
- of makes up times for lateness/absenteeism, courier correspondence, printing and mailing of detailed Employment Work History Reports for Local Unions, Member Information Cards updates and correspondence, maintains daily statistics on total member Walk-Ins and department telephone call distribution
- Places all service calls for copiers, mailing machines and fax machines
- 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
- Corresponds with various requestors outside of the Fund regarding Reception related matters
- Maintains marketing materials and literature located in the lobby
- Check telephone system for general mailbox messages and transfers to appropriate department
- Maintain interview rooms
- Maintain logging of personnel calls, employee breaks/lunches
- Answer basic inquiries. i.e. Address changes. Direct calls to the appropriate location when LPF has been called in error (Local/Benefit calls)
- Assist in entering active member address changes
- Trains Reception staff
- Assists in governing reception policies and procedures (Procedure Manual gatekeeper)
- May share a dual responsibility in directly assisting the Administration Department Managers and Executive Assistant
- Additional duties upon request

Junior Administration Assistant

- Directly assists Management and the Executive and Senior Level Administration Assistants
- Primarily assists with clerical duties within the Administration Department (organizing office files and documents, etc.) and may assist other departments
- Additional duties upon request

Intermediate Administration Assistant

- Directly assists the Administrator, the Operations Manager, and Executive Assistant within the Administration Department
- Assists with clerical duties within the Administration Department (organizing office files and documents, etc.)
- Monitor's inventory of stationary stock, and assisting with placing orders by communicating with external vendors

- Assisting with the monthly department meetings, schedules, minutes, project deadlines, and coordinating of teambuilding
- Assists in the development of Presentations
- Assists with the development of Board of Trustee Meeting Agenda
- Scanning of department documents and maintaining a Document Management System
- Additional duties upon request

Senior Administration Assistant

- Directly assist the Administrator, the Operations Manager, and Executive Assistant within the Administration Department (may be directly appointed to any of the above).
- Assist with the development of Board of Trustee Meeting Agenda
- Assist in the development of Presentations
- Assist with clerical duties within the Administration Department (organizing office files and documents, etc.)
- Assist with the writing, revising, and standardizing of all collateral and/or marketing materials representative of the Labourers' Pension Fund of Central and Eastern Canada (Communications)
- Liaison with appointed gatekeepers in the collection of data and information related to internal and external documents
- Monitor inventory of stationary stock, and assisting with placing orders by communicating with external vendors
- Assisting with the monthly department meetings, schedules, minutes, project deadlines, and coordinating of teambuilding
- Scanning of department documents and maintaining a Document Management System
- Communicate and work with the IT department on related assigned projects
- Additional duties upon request

Temporary Positions

Temporary Junior Staff

- Duties upon request

Temporary Intermediate Staff

- Duties upon request

Temporary Senior Staff

- Duties upon request

APPENDIX B

Bi-Weekly Classification and Wage Rates				
Job Classifications	01-Jan-17	01-Jan-18	01-Jan-19	01-Jan-20
	1.0%	1.0%	1.0%	1.0%
Member Services Representative Level 1		\$2,349.20	\$2,372.69	\$2,396.42
Member Services Representative Level 2		\$2,575.31	\$2,601.06	\$2,627.07
Member Services Representative Level 3		\$2,783.40	\$2,811.23	\$2,839.35
Junior Pension Mail Clerk		\$1,480.29	\$1,495.09	\$1,510.04
Intermediate Pension Mail Clerk		\$1,726.83	\$1,744.10	\$1,761.54
Senior Pension Mail Clerk		\$2,218.34	\$2,240.52	\$2,262.93
Pension Benefits Systems Analyst		\$3,013.53	\$3,043.67	\$3,074.10
Junior Contributions Control Support		\$1,480.29	\$1,495.09	\$1,510.04
Intermediate Cotnriburtion Control Support		\$1,726.83	\$1,744.10	\$1,761.54
Senior Contribution Control Support		\$2,218.34	\$2,240.52	\$2,262.93
Junior File Clerk	\$1,465.63	\$1,480.29	\$1,495.09	\$1,510.04
Intermediate File Clerk	\$1,709.73	\$1,726.83	\$1,744.10	\$1,761.54
Senior File Clerk	\$2,196.38	\$2,218.34	\$2,240.53	\$2,262.93
Junior Contribution Control Clerk	\$2,325.94	\$2,349.20	\$2,372.69	\$2,396.42
Intermediate Contribution Control Clerk	\$2,367.47	\$2,391.14	\$2,415.06	\$2,439.21
Senior Contribution Control Clerk	\$2,409.02	\$2,433.11	\$2,457.44	\$2,482.02
Junior Contribution Control Analyst	\$2,632.19	\$2,658.51	\$2,685.10	\$2,711.95
Intermediate Contribution Control Analyst	\$2,807.94	\$2,836.02	\$2,864.38	\$2,893.02
Senior Contribution Control Analyst	\$2,983.69	\$3,013.53	\$3,043.66	\$3,074.10
Junior Data Entry Processor	\$2,143.22	\$2,164.65	\$2,186.30	\$2,208.16
Intermediated Data Entry Processor	\$2,367.46	\$2,391.13	\$2,415.05	\$2,439.20
Senior Data Entry Processor	\$2,549.81	\$2,575.31	\$2,601.06	\$2,627.07
Junior Data Control Analyst	\$2,632.19	\$2,658.51	\$2,685.10	\$2,711.95
Intermediate Data Control Analyst	\$2,807.94	\$2,836.02	\$2,864.38	\$2,893.02
Senior Data Control Analyst	\$2,983.69	\$3,013.53	\$3,043.66	\$3,074.10
Junior Pension Benefits Clerk	\$2,143.22	\$2,164.65	\$2,186.30	\$2,208.16
Intermediate Pension Benefits Clerk	\$2,196.38	\$2,218.34	\$2,240.53	\$2,262.93
Senior Pension Benefits Clerk	\$2,325.94	\$2,349.20	\$2,372.69	\$2,396.42
Junior Pension Benefits Analyst	\$2,549.81	\$2,575.31	\$2,601.06	\$2,627.07
Intermediate Pension Benefits Analyst	\$2,632.19	\$2,658.51	\$2,685.10	\$2,711.95
Senior Pension Benefits Analyst Level 1	\$2,755.84	\$2,783.40	\$2,811.23	\$2,839.34
Senior Pension Benefits Analyst Level 2	\$2,819.23	\$2,847.42	\$2,875.90	\$2,904.66
Senior Pension Benefits Analyst Level 3	\$2,882.62	\$2,911.45	\$2,940.56	\$2,969.97
Pension Benefits Specialist	\$2,983.69	\$3,013.53	\$3,043.66	\$3,074.10

Pension Benefits Services Representative	\$3,104.74	\$3,135.79	\$3,167.15	\$3,198.82
Junior Receptionist	\$1,709.74	\$1,726.84	\$1,744.11	\$1,761.55
Intermediate Receptionist	\$2,030.29	\$2,050.59	\$2,071.10	\$2,091.81
Senior Receptionist	\$2,143.22	\$2,164.65	\$2,186.30	\$2,208.16
Junior Administration Assistant	\$2,325.94	\$2,349.20	\$2,372.69	\$2,396.42
Intermediate Administration Assistant	\$2,549.81	\$2,575.31	\$2,601.06	\$2,627.07
Senior Administration Assistant	\$2,755.84	\$2,783.40	\$2,811.23	\$2,839.34
Temporary Junior Staff *	\$1,185.71	\$1,197.57	\$1,209.54	\$1,221.64
Temporary Intermediate Staff*	\$1,422.67	\$1,436.90	\$1,451.27	\$1,465.78
Temporary Senior Staff*	\$1,659.62	\$1,676.22	\$1,692.98	\$1,709.91

*Wage % increase will not be applied in 2015 for Temporary Staff