



Benefits Administrator

Job Summary:

Working in accordance with the organization's strategic vision, core values and competencies, reporting to the Benefits Lead, this position is responsible to act as a representative of the Employee Services Department in the accurate and timely processing of master data updates related to benefits, pension, and pay within designated systems and provide subject matter expertise relative to employee benefit programs.

Key Accountabilities:

Acts as a representative of the Employee Services Department in the accurate and timely processing of master data updates related to benefits, pension, and pay within designated systems in accordance with established processes, policies and procedures and applicable collective agreement provisions. Receive and verify accuracy of change forms, benefit and pension application forms, on-line applications, etc.; identify, investigate and resolve errors and processing problems.

Provide subject matter expertise relative to employee benefit programs to ensure employees understand the value of their total compensation and how to navigate their benefit coverage through various life events. Explain benefit plan criteria, eligibilities, coverage, enrolment, pension plan options, related policies, procedures. Provide education, guidance and support to new hires and provide assistance in the completion of necessary forms and/or utilization of on-line tools/applications.

Attends to benefit changes/terminations from existing employees and/or retirees; determine applicable course of action taking into consideration individual benefit plan provisions, legislative requirements and/or collective agreement provisions. Ensure employees understand the impact of anticipated change to benefit coverage as it applies to their individual pay and collect outstanding premiums for benefit or pension claims.

Liaise with external vendors/benefit carriers to resolve employee payment/claim discrepancies. Participate in a variety of annual enrollment activities. Prepare and maintain confidential employee benefit files, correspondence and statistical reports. Participate in employee benefit reconciliations, audits, filing and photocopying as required.

Assist in the analysis and recommendations to enhance process and procedural quality with a focus on continual improvement and monitoring for effectiveness; provide support to designated initiatives and projects as required.

Education and Experience:

Certificate in Human Resources Management, completion or current enrolment in the Certified Employee Benefit Specialist (CEBS) Program plus 2 years recent, related experience or an equivalent combination of education, training and experience.

Technical Competencies (Role Specific):

- Demonstrated ability to exercise judgement, tact and discretion in preparing, disclosing and handling information of a confidential and/or sensitive nature
- Demonstrated ability to communicate effectively both verbally and in writing
- Demonstrated ability to work under pressure, prioritize, problem-solve, and manage high volumes of work within specific deadlines
- Demonstrated ability to work both independently and as part of a team
- Demonstrated ability to investigate and resolve problems Customer Service and interpersonal skills
- Detail oriented
- Organizational and time management skills
- Computer skills (MS Office Suite, SAP)
- Fast and accurate keyboarding/data entry skills with strong computer navigation skills
- Familiarity with web based tools and applications