

Job Description

Job Title:	Senior Benefits Coordinator
Department:	Human Resources
Reports To:	Director, HR Operations & Systems
Jobs Reporting:	None
Salary Grade:	USG 8
Effective Date:	March 2024

Primary Purpose

The Senior Benefits Coordinator is responsible for the accurate and effective application of benefits and leaves arrangements for eligible individuals as per the plan design parameters, ensuring clear and concise communications and data integrity of the related processes. In addition, the Senior Benefits Coordinator is the escalation point for benefit and absence issues and provides day to day functional oversight to support the delivery of services for campus stakeholders. In collaboration with the Director, HR Operations & Systems, participates in special projects to ensure effective, efficient, and compliant processes and practices are developed and maintained; contributes to the achievement of HR departmental goals and professional services delivery.

Key Accountabilities

Remain Current and Conversant with Compliance Requirements, Trends, and Best Practices

- Maintain awareness of legislation, regulations, and standards related to absence management and benefits administration to ensure compliance within area of responsibility
- Participate in industry groups, networking with peers to gain insights into trends as well as arrangements of comparable entities
- Participate in professional development to aid in ongoing knowledge and skills acquisition

Oversee and support the effective execution of day to day operational processes related to the effective and accurate administration of Benefits Arrangements

- Support benefit administration processes related to the employment lifecycle, handle escalated issues and identify issues if applicable
- Responsible for the oversight of administration of the Group Benefits program (Life, LTD, Extended Health, Dental, EFAP), including but not limited to the following:
 - Coordinate the annual overage dependent eligibility verification process, including employee communications and addressing coverage requirements each September 1
 - Monitor age related events and issue monthly communications to employees who reach significant age milestones that result in changes to benefits coverage (i.e., age 65/69/71)
 - Monitor error reports from weekly interface with healthcare benefits provider; identify issues and work with colleagues within HR and vendor to resolve
 - Manages life insurance claims processing for employees and retirees; prepares letters to beneficiaries and assists with claims submission requirements
 - Liaise with third party providers to support issue resolution
- Responsible for the administration of other employee benefits arrangements (including Staff vacation, sabbaticals, vacation exchange programs, temporary reduced workload/reduced workload to retirement, deferred salary), including but not limited to the following:

- Ensure entitlements are provided accurately in accordance with eligibility criteria and other established plan design parameters and policy provisions
- Administer Staff (regular and temporary) vacation accruals and adjustments, special arrangements, and terminations/retirements within the HR/Payroll system (Workday); ensure the carryforward and forfeiture rules are adhered to and approvals are obtained for exceptional circumstances; support the finalization of the monthly payroll cycle by providing review and confirmation of accuracy for any vacation accrual payouts
- Process special arrangements including the management of employee records within the HR/Payroll system (Workday) for approved reduced workload, vacation exchange, and regular recurring and irregular part-time Staff employees, and the corresponding communication requirements
- Support the completion of Employee Action Forms (EAFs) in the event of an involuntary employment termination (including death); review details to confirm accuracy of employee benefit arrangements (e.g., life insurance amount) and input vacation accrual payout amounts
- Collaborate with other HR teams to identify challenges with existing functionality and/or test new functionality required to administer benefits
- Support Client Services teams and campus stakeholders through knowledge sharing and supporting clients through key processes
- Key resource for campus stakeholders to provide advice and guidance that complies with University policy, procedures, and applicable legislation related to various absence and benefit processes

Administration of sick leave and long-term disability claims volumes as required

- Support and monitor employees who are absent from work due to non-occupational illness/ injury
- Determine eligibility to sick leave salary continuance benefits and long-term disability
- Provide guidance and education to internal HR partners, management, employees, and union representatives on sick leave and claims processes, including short-term sick leave, LTD and accommodations
- Maintain an accurate database of medically verified employee absences, including detailed notes and documentation of communication actions taken on claims
- Verify disability payments are accurate based on eligibility and entitlement
- Liaise with treatment providers and physicians where necessary to clarify employees' ability to engage in work duties, utilizing partners in Occupational Health and as required, the vendors (Canada Life, LifeWorks) for assessment/adjudication
- Ensure all parties involved with an employee's absence understand the current status including eligibility for benefits, medical documentation requirements, anticipated or planned return to work dates, and any limitations or restrictions
- Facilitate the completion and submission of timely applications for long term disability benefits and submit early referrals to third party LifeWorks for assistance with managing employees' absences

Oversee and support case management activities for leaves of absences / absence management

- Manage absence processes related to the employment lifecycle, handle escalated issues and identify issues if applicable
- Coordinate case management activities for leaves of absences (maternity/parental, bereavement, compassionate care, unpaid leaves, other ESA leaves, temporary work stoppage and on a backup basis, sick leave) to ensure employees are well supported and that the Payroll team receives accurate and timely information relative to eligible payments, including but not limited to the following:

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<ul style="list-style-type: none">○ Ensure timely application of accurate commencement and end dates for absences in the HR/Payroll system (Workday) and issuance of benefit letters○ Ensure the accurate calculation and application of benefit entitlements during leaves of absences, as applicable (i.e., maternity/parental supplemental benefits, compassionate care supplemental benefits, salary continuance during bereavement leave) taking into consideration Employment Insurance (EI) benefits eligibility and payments as applicable○ Communications with employees to indicate any impacts to other benefits including pension accruals and contributions○ Collect and process pension waiver forms (or the application of default), administer Pre-authorized Debit (PAD) forms or post-dated cheques, plus application of eligible payments○ Support absent employees as required with questions pertaining to benefits eligibility and ongoing benefits coverage and accruals during absence○ Ensure departmental awareness and engagement to support return to work timing and any corresponding arrangements <ul style="list-style-type: none">● Collaborate with other HR teams to identify challenges with existing functionality and/or test new functionality required to administer leaves of absences / absence management
<p>Communication of Benefits and Corresponding Administration to all Stakeholders</p> <ul style="list-style-type: none">● Issue communications for employees (active or on leave) and retirees as required● Support the communication of arrangements to employees and stakeholder groups through orientation presentations, written materials and documents, and other avenues, as required● Provide effective customer service and support to other areas of HR and the University community for area of responsibility; as necessary, meets or corresponds with employees who have complex questions or escalated concerns
<p>Responsible to continually improve upon existing processes to enhance client experience</p> <ul style="list-style-type: none">● Accountable for providing essential input for identifying and actively participating in continuous improvement initiatives within established area of responsibility to support providing excellent customer service● Responsible for reviewing service metrics and taking action to return to standard or to improve from the established standard● Document, and maintain administrative procedures and work instructions for absence and benefit processes● Support special projects and initiatives as required
<p>Other duties as required</p> <ul style="list-style-type: none">● Liaises with HR colleagues as required to ensure understanding of current arrangements● Participates in HR cross functional review of processes and procedures to support benefits and absence impacts including engagement in employee orientation processes

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned.*

Required Qualifications

<p>Education</p> <ul style="list-style-type: none">● Three-year Post-secondary education (university degree preferred) or equivalent experience preferred
<p>Experience</p>

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- A minimum of 3-5 years of experience in a Human Resources role, with exposure to absence management and benefits administration. Proven track record of achievement and success providing quality customer service, and excellent data management and quality control.
- 2-3 years of experience in the Higher Education sector preferred

Knowledge/Skills/Abilities

- Excellent customer service focus
- Accuracy and attention to detail in work, proven analytical and problem-solving skills
- Strong oral and written communication skills, including process documentation development and delivery
- Ability to organize, multi-task and prioritize work, at times with conflicting priorities
- Experience with Workday or other in-house payroll system
- Intermediate skills in Microsoft Office suite (Word, Excel, PowerPoint, Teams, Outlook) and Adobe

Nature and Scope

- **Contacts:** Internally, communicates with employees in all stakeholder groups and departments, and at all levels, to resolve problems and ensure data is received as required. Communicates with team members and others in HR on a regular basis to coordinate and execute area of responsibility. Externally, this position has contacts with colleagues at other universities and local employers and will handle confidential information. Communicates externally with third party providers such as Green Shield Canada and Sun Life Financial to investigate employee issues and/or inquiries as well as processing claims requiring special handling involving HR.
- **Level of Responsibility:** The position is responsible for supporting administration within the HR Operations Team, ensuring that all practices meet defined quality and service objectives. Responsible for ensuring confidentiality of data and any client interactions are maintained. This position is the escalation point for benefit issues requiring minimal supervision, training of others and providing guidance to the benefit administration team.
- **Decision-Making Authority:** Responsible for decision making and problem solving within the responsibilities of the processes that are being administered. Investigates issues, providing information and explanation to those involved and makes adjustments/corrections as necessary. The position is responsible for identifying areas of improvement and providing creative solutions for these areas. The individual is directly involved to ensure improvements are implemented. Consultation with the Director, HR Operations & Systems as well as other members of the HR Operations team, where appropriate.
- **Physical and Sensory Demands:** High level of attention to detail and assessment of accuracy of data, with constant interruptions.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of an office environment with deadlines and competing demands. Will deal with sensitive situations. At times there may be moderate exposure to disagreeable conditions in the form of confrontational clients.