

## Job Description



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<b>Job Title:</b>	Manager, Benefits
<b>Department:</b>	Human Resources
<b>Reports To:</b>	Director, Total Compensation
<b>Jobs Reporting:</b>	Administrator, Specialists, Disability Advisor
<b>Salary Grade:</b>	USG 12
<b>Effective Date:</b>	February 2021

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### **Primary Purpose**

The Manager, Benefits oversees all functions related to the management and administration of domestic and international benefits in accordance with government legislation and University policy and procedures. In collaboration with Director, Total Compensation participates in special projects to ensure effective, efficient, and compliant processes and practices are developed and maintained; contributes to the achievement of Human Resources' 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 benefits design and administration in order to ensure compliance within area of responsibility
- Maintain awareness of best practices and emerging issues related to benefits arrangements' design and administration and systems/provider support
- Participate in professional development to aid in ongoing knowledge and skills acquisition
- Provides senior level benefits expertise, advice and guidance to all University stakeholders (Employee, Management, Leadership, Committee) in complex and sensitive matters and policy interpretation related to benefits arrangements
- Support the creation of, and give feedback on, policies and guidelines affecting benefits design and corresponding administration, ensuring compliance with government legislation

#### **Manages the Effective and Accurate Execution of Benefits**

- Manage the University's arrangements and administration of all aspects of:
  - Group Benefits (pension, Life insurance, LTD, Extended Health, Dental, EFAP, provincial replacement coverage, expatriate program) including ongoing collaboration with the HR Pension Services team and external vendors to enable their accurate provision of entitlements in accordance with contract provisions and oversee processes within the HR/Payroll system (Workday) to support enrolment and maintenance of accurate access (enrolment, overage dependent process, premium/budget/contribution rates, integration to provider and the HR Pension Services team), monthly payments/remittances for products/services, and processing of Life and LTD claims
  - Absence management (illness/injury, maternity/parental, bereavement, compassionate care, unpaid leaves, other ESA leaves, temporary work stoppage) ensuring accurate start and end dates, communications with employees to determine impacts to other benefits including pension accruals and contributions, and ensuring employees are provided necessary support, including services provided by external vendors (early referral sick leave support)
  - Other employee benefits arrangements (including sick leave, tuition, Staff vacation, annual merit program, maternity/parental leave supplemental benefits, sabbaticals, vacation

exchange programs, reduced workload, deferred salary) ensuring entitlements are provided accurately in accordance with eligibility criteria and other established parameters

- Develop and present reports for the Pension & Benefits Committee in accordance with the annual workplan (i.e. renewal reports, utilization reports, benefit indexing, cost of living, contribution caps, etc.) and ad hoc requests, followed by communications to employees and retirees as required; develop and present reports for the Staff and Faculty Relations Committees as required
- Develop and maintain all benefit processes/procedures and documentation, focusing on best practice, compliance and continuous quality improvement
- Ensure all complex, unique, and sensitive issues are investigated and resolved, working with external entities (insurance/service providers, consultants, actuaries, etc.) and campus partners or other HR colleagues as required
- Participate in audits, providing support to the Benefits team and acting as primary contact when necessary; design and implement internal controls to meet audit requirements; coordinate with HRPT team to design and obtain audit reports in Workday as required
- Continuously leads the analysis, measurement, review, development, and implementation of effective and efficient processes, practices and system capabilities to govern all benefits administration activities to ensure quality and consistency and delivery against defined targets

### **Support the Effectiveness of the Systems**

- As the Subject Matter Expert for absence and benefits modules in the HR/Payroll system (Workday), work with HRPT and IST Teams to:
  - Define requirements in accordance with the defined arrangements and legislative requirements
  - Test configuration changes to ensure achievement of requirements
  - Evaluate and test the system and ongoing releases/updates on an ongoing basis to ensure functionality achieves requirements
  - Ensure appropriate controls are in place to maintain system security; and,
  - Request that access be granted or restricted, as needed
- As the Benefits Manager, work with HRPT, IST, and all HR users of Workday and Parklane, to ensure the system's configuration allows for accurate and compliant administration; identify issues that are impacting the effectiveness, efficiency, or accuracy
- Train and educate the Benefits team on processes within the application on an ongoing basis; cooperate with other teams to ensure understanding of requirements
- Oversee the audit of data on the HR/Payroll system (Workday) and disability management system (Parklane) to ensure accuracy

### **Communication of Benefits and Corresponding Administration to all Stakeholders**

- Ensure all communication material is current, accurate, and understandable by stakeholders; develop and publish the Employee Benefits Program booklet twice per year which includes pension, life insurance, extended health, dental, disability, and EFAP arrangements
- With assistance from the Benefits team, prepares and presents information at sessions
- As necessary, meets or corresponds with employees who have complex benefits questions and answers all their questions; meet with employees who are planning/preparing for retirement to explain retiree benefits and answer all their questions
- Assist HR Partners as needed in preparing severance packages and meet or correspond with terminated employees who have been given severance packages to explain benefits implications
- Oversee preparation of reports, as well as past trends and special analysis to University stakeholders

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- Develops and implements appropriate and effective communication processes and approaches to meet and exceed the needs of various stakeholders

### **Ensure the Effective Utilization, Deployment, and Development of Staff**

- Define and communicate internally set standards and procedures to ensure quality and consistency of services delivered
- Coordinate training of Benefits team to ensure consistent application of University policies and standard operating procedures and compliance with legislative requirements
- Manage the Benefits team, providing guidance and direction when higher level issues arise, and ensuring standard procedures are followed and service standards are achieved
- Deploy staff to most productively meet department goals and objectives in area of responsibility
- Coach, train and develop employees to assure growth and development of those individuals
- Conduct annual performance appraisal and conduct regular reviews with direct reports; ensure adherence to annual process within the Benefits team
- Approve and control the hiring, staffing, promotion, discipline and termination of Benefits employees
- Monitor and schedule vacations, overtime and other absences for the Benefits team and redistribute work as necessary to ensure customer service levels are maintained

### **Other duties as required**

- Participates in HR cross functional review of processes and procedures to provide benefits impacts, especially Workday configuration considerations
- Resource to the Pension & Benefits Committee, member of the Healthy Workplace Committee, and other employee relations or University committees, Secretary to the Employee Assistance Program (EAP) Committee, and provides consultative assistance to campus on benefits related matters

*\*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. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

## **Required Qualifications**

### **Education**

- Three-year Post-secondary education (university degree preferred) in Human Resources, or similar course of study

### **Experience**

- 7-10 years of progressive management experience in a large scale, fast paced environment with a proven track record of achievement and success within the benefits field
- 2-3 years of experience in the Higher Education sector preferred

### **Knowledge/Skills/Abilities**

- Strong knowledge of benefits industry including private employer sponsored plans and Canadian provincial/federal programs including CPP, EI, provincial healthcare, workers compensation, etc., and provincial employment standards
- Proven management skills and strong 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

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- Ability to 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:** Communicates with Benefits team to ensure tasks are completed and deadlines are met. Keeps Director, Total Compensation informed of any issues requiring/under investigation. Works with a diverse group of constituents. Communicates internally with customers across all areas (Faculty, Staff, Non-faculty, CUPE, OPSEU, Students, Casual Employees) and campus departments to obtain information where clarification is needed, to answer inquiries, or to resolve escalated benefits related issues. Works with HRPT and IST teams to develop and maintain the effectiveness of Workday and ensure adherence to the established processes and controls. Works closely and collaboratively with the HR Pension Services, Payroll, and Client Services teams to ensure effective HR operations. Communicates externally with government agencies (i.e. Service Canada, WSIB), consulting/actuaries (Aon, Mercer), Group Benefits providers (Canada Life, Sun Life Financial, Homewood Health), service providers (Morneau Shepell), the university's auditors (Deloitte), and others (i.e. financial advisors, government and community associations) to provide/receive information and resolve issues.
- **Level of Responsibility:** This position is responsible and accountable for the overall results of the Benefits team, ensuring that all processes and procedures are compliant and meet defined quality and service objectives. Works collaboratively with Director, Total Compensation to develop and initiate campus wide and department specific initiatives to ensure regulatory and compliance needs are met. Job has specialized skills and is the authoritative source for benefits issues. Requires minimal supervision, and provides direct supervision to others.
- **Decision-Making Authority:** Responsible for establishing the priorities of the Benefits team and for developing and implementing best practices, including the supporting systems (Workday) and its integration to Canada Life as well as Parklane for disability claims management.
- **Physical and Sensory Demands:** Moderate sensory demands typical of a senior management position operating within a very busy customer focused office environment with constant interruptions.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a senior management position in a regular office environment. May be required to work additional hours during peak times or in relation to system related emergencies. Will deal with sensitive situations.