

Job Description

Job Title:	Benefits Coordinator
Department:	Human Resources
Reports To:	Director, HR Operations & Systems
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	March 2023

Primary Purpose

The 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 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

Effective and Accurate Administration of Benefits Arrangements

- Responsible for the 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

<p>exceptional circumstances; support the finalization of the monthly payroll cycle by providing review and confirmation of accuracy for any vacation accrual payouts</p> <ul style="list-style-type: none"> ○ 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 <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 benefits
<p>Coordinate case management activities for leaves of absences / absence management</p> <ul style="list-style-type: none"> ● 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: <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 ○ Back up support for Disability Benefits Specialist for (sick leave/LTD) disability claims management; assists with the LTD claims applications process as required ● 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>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 provide benefits impacts

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**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

Education <ul style="list-style-type: none">• Three-year Post-secondary education (university degree preferred) or equivalent experience preferred
Experience <ul style="list-style-type: none">• 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 <ul style="list-style-type: none">• 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 has defined duties and responsibilities, with no direct reports.
- **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.