

CITY OF HAMILTON

CITY MANAGER'S OFFICE

(HUMAN RESOURCES DIVISION – COMPENSATION, HR METRICS & INFORMATION SYSTEMS - LOCATION - 120 KING ST. W., 9th FLOOR)

BENEFITS COORDINATOR

SUMMARY OF DUTIES

Reporting to the Supervisor of Benefit Administration, the Benefits Coordinator ensures the accurate and timely maintenance of benefit records by initiating and changing benefits information for all active and retired employees. Responsible for the primary benefits administration of the multiple benefit programs and the management of benefits related employee data in the PeopleSoft System. Liaison between the employee and Benefits provider to assist with claims related matters.

GENERAL DUTIES

Responsible for the administration of various benefits programs (including group medical, dental, insurance and disability management). Collects the necessary benefits related employee data for accurate and timely input benefit transactions into the PeopleSoft system to ensure appropriate deductions and allocation of costs.

Generates and reviews the IPP/Benefits Eligibility, Staff Movement and other reports from the PeopleSoft system on a daily, weekly and monthly basis to determine benefits eligibility; if required benefit programs are updated in the PeopleSoft system.

Processes employee and dependent changes in the PeopleSoft system to ensure appropriate benefit plan coverage is maintained in accordance with City policies and Collective Agreements.

Investigating discrepancies between the Manulife and PeopleSoft systems and updating PeopleSoft and/or notifying Manulife of changes where appropriate.

Promptly addresses inquiries from internal and external clients including employees, retirees and their families regarding benefit related matters and personal information changes which may affect their benefit coverage.

Liaising with Manulife and the employee/retiree to assist in resolving benefits related issues (such as claims, overage students etc.) and escalating concerns where appropriate.

Notifying employees and retirees of required documentation; of incomplete forms and inform them of approvals, denials, or requests for additional information with respect to medical underwriting.

Identify gaps and make continuous improvement recommendations for benefit administration processes to ensure consistency in processing changes and benefits eligibility.

Corresponds benefit information through media such as letters, forms, reports and spreadsheets. Verifies communication content for accuracy.

Responsible for the co-ordination and communication of the annual Benefits Positive Re-enrolment process. Input data into PeopleSoft system to ensure that the information the Benefits section has on file is current and accurate.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton Corporate and Departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned which are directly related to the normal functions of this position.

QUALIFICATIONS

1. General knowledge and understanding of employee/group benefits and their administration, normally acquired through courses at the post secondary level or a combination of education and relevant experience.
2. Significant attention to detail to ensure accuracy in creating/modifying employee benefit records.
3. Demonstrated experience with PeopleSoft or other similar HRIS systems including generating adhoc reports. Able to input data at an acceptable level of speed and a high degree of accuracy.
4. Demonstrated ability to manage a high volume of tasks and duties in an efficient manner in a deadline oriented environment. Personal self-management skills to maintain professionalism, work independently, take initiative and set priorities in a fast paced and constantly changing environment.
5. Previous related experience in understanding and interpreting Collective Agreements, Corporate Policies and Procedures, Benefit Contracts etc.
6. Strong computer skills (Microsoft Outlook, Word and Excel).
7. Developed research, reasoning, analytical and problem solving skills.
8. Ability to receive and interpret information where accuracy and understanding is important when responding to inquiries and requests for clarification.
9. Superior written and oral communication skills to explain complexities of benefit coverage/concepts to ensure full understanding by employees, retirees and their families.
10. High degree of sensitivity, good judgement and confidentiality is required.