

CITY OF HAMILTON

CITY MANAGER'S OFFICE
(HUMAN RESOURCES DIVISION – COMPENSATION, HR METRICS & INFORMATION SYSTEMS – LOCATION –
120 KING ST. W., 9th FLOOR)

BENEFITS SPECIALIST

SUMMARY OF DUTIES

Reporting to the Director, HR Systems and Operations, the Benefits Specialist will be responsible for effectively administering our various benefit programs including financial reporting, account reconciliations, claims support, and client support. You will also act as the lead for all technology initiatives as they relate to the benefits function and provide support to divisional HR initiatives.

GENERAL DUTIES

Implement and evaluate human resources and labour relations strategies as they pertain to the benefit program, develop benefits processes and procedures as well as create and update all benefits materials (forms, plan documents and benefit booklets) and member communications.

Advise and provide customer service and support to HR, People Leaders and employees on interpretation and application of benefit policies and practices.

Perform research and advise Labour Relations on benefits related grievances and collective bargaining, including but not limited to recommendations for proposals, strategy and attendance at bargaining, grievances, mediation and arbitration.

Manages the administration of benefit contracts, which include Extended Health Care and Dental Care, Group Life, Optional Life and Dependent Life insurance, Accidental Death and Dismemberment (AD&D) and Long Term Disability, providing support and guidance to the Benefits Coordinators and acting as a back up to other Benefits Specialist where necessary.

Acts as a liaison with the benefits carrier, providing benefit information and maintaining appropriate documentation whenever necessary.

Prepares and analyzes benefit reports, studies benefit trends, pays invoices to Benefit Carriers, reconciles Benefit General Ledger Liability Accounts, prepares journals, cheque requisitions and analyzes other financial information for budgeting purposes according to proper accounting standards. Manages benefit reserves, completes year end and makes recommendations for annual benefits budget and premiums.

Performs benefit cost analysis, researches and provides recommendations which will improve quality and benefit program effectiveness and efficiencies.

Acts as the lead representative for technology initiatives for the benefits group, including but not limited to carrier interface issues, PeopleSoft updates, and intranet initiatives.

Manages all information in the PeopleSoft benefits module, implementing policy, financial agreements and collective bargaining agreement changes in the system, as well as recommendations on and execution of system improvements.

With a superior degree of tact, sensitivity and accuracy, manage all loss of life insurance claims including Group Life, Optional Life, Dependent Life, AD&D, death benefits and paid up life.

Remains current with changes and trends on new and existing benefit compliance laws, legislation and leading edge practices in the industry.

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 responsibilities of the position.

CORE COMPETENCIES

Results Oriented: Ability to maintain confidentiality, prioritize, meets deadlines and manages day to day processes with a high degree of accuracy. Demonstrates ability in financial and cost benefit analysis.

Teamwork: Ability to work in a team environment, provides excellent customer service to employees and establishes friendly and open rapport with staff.

Communication: Communicates and expresses ideas clearly, actively listens and respects the opinions of others, demonstrates tact and diplomacy.

Organization: Strong organizational and analytical skills, self starter with positive energetic attitude.

Technical: Well versed in Employment Standards and all government legislation related to benefits, including familiarity with privacy laws.

QUALIFICATIONS

1. Ability to demonstrate a level of expertise related to the responsibilities and competencies described, normally acquired through a post-secondary degree or diploma in Business/Finance/Human Resources Management or a combination of education and relevant work-related experience.
2. Strong demonstrated knowledge of benefits, benefits administration and disability management for complete program management (policy and financial) in a multi-plan, multi-union environment.
3. Demonstrated skills in financial and cost benefit analysis.
4. Demonstrated knowledge of HRIS systems, PeopleSoft preferred, and Microsoft Office applications.
5. Highly developed interpersonal skills with the ability to interact and communicate effectively at all organizational levels.
6. Human resources designation preferred (CHRP and above).

7. Knowledge of collective agreements, employment legislation, the Ontario Human Rights Code, corporate policies and procedures.