CITY OF HAMILTON

CITY MANAGER'S OFFICE
(HUMAN RESOURCES DIVISION –HUMAN RESOURCES SYSTEMS AND OPERATIONS - LOCATION 100
KING ST. W., 10th FLOOR)

BENEFITS ASSISTANT

SUMMARY OF DUTIES

Reporting to the Supervisor of Benefit Administration, the Benefits Assistant 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.

GENERAL DUTIES

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

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

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.

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.

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

Responsible for filing all benefits related paperwork.

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 ad hoc reports is preferred. 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. Strong computer skills (Microsoft Outlook, Word and Excel).

6. Ability to receive and interpret information where accuracy and understanding is important when responding to inquiries and requests for clarification.

7. Superior written and oral communication skills to explain complexities of benefit coverage/concepts to ensure full understanding by employees, retirees and their families.

8. High degree of sensitivity, good judgement and confidentiality is required.