

CITY OF HAMILTON

CITY MANAGER'S OFFICE

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

SUPERVISOR BENEFITS ADMINISTRATION

SUMMARY OF DUTIES

Reports to the Director, HR Systems & Operations. this role will be accountable for leading a team in the Benefits section of Human Resources. Responsible for benefit plan management for all groups.

GENERAL DUTIES

Makes recommendations to senior management on plan design and plan management strategies for all benefit programs.

Supervises the Benefits Coordinators and Specialist and assigns work responsibilities and ensures consistent practices in administration are followed and work is conducted in most efficient manner.

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

Performs research and advises 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.

Accountable for the financial management of the benefit accounts, including preparation and analysis of benefit reports, payment of invoices to Benefit Carriers, reconciliation of Benefit General Ledger Liability Accounts, preparation of journals, cheque requisitions and analysis of other financial information for budgeting purposes and according to proper accounting standards.

Accountable for year-end financial activities such as management and reconciliation of benefit reserves, and 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 and updates 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.

Utilizes a high 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.

Manage the annual Total Rewards Statement initiative which includes design, testing, communication and distribution of statements to all eligible staff.

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.

QUALIFICATIONS

1. Undergraduate Degree in human resources management or other related field or an equivalent combination of education and relevant work-related experience at a senior level.
2. Proven leadership and supervisory/management skills with an emphasis on the ability to influence and build collaborative relationships across a broad spectrum of internal and external stakeholders. Demonstrated experience as a supervisor to lead change within a complex environment and manage diverse stakeholders needs and interests.
3. Demonstrated knowledge of benefits administration, benefit plan management and Human Resources processes in a unionized environment, including working knowledge of PeopleSoft systems.
4. Highly-developed research, reasoning, analytical and problem-solving skills to create and produce reports to Senior Leadership.
5. Professional, well-developed and highly effective written, verbal and interpersonal skills, and ability to effectively interact with all levels of staff in the City and external stakeholders/consultants
6. Ability to think strategically and develop innovative, creative approaches to solve complex issues.
7. Experience in overseeing budgets and operating financials, along with oversight and development of budget predictions and experience costing.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
