



Position Title: Benefits Assistant

Position Status: Full-Time Regular

Department: Human Resources and Corporate Services

Employee Group: Exempt

Location: 4515 Central Boulevard, Burnaby

Salary Range/ Wage Rate: Corporate Support, Level C1A (\$69,378.48 - \$81,635.09 annually)

Our Human Resources and Corporate Services Department is seeking a Benefits Assistant who will provide day-to-day support in maintaining and administering the different group benefit plans within the organization.

You are: A self-motivated individual who demonstrates commitment to a high level of customer service with the ability to carry out tasks with keen attention to detail and accuracy.

The Benefits Assistant reports to the Lead HR Benefits Advisor.

This role:

- Supports the scheduling and carrying out of employee sign-on meetings, completes the appropriate enrolment forms, and answers questions from employees about benefit eligibility and coverage; Provides support to field site offices that perform employee sign-on meetings independently and assists to resolve problems that arise. Provides appropriate forms and information to employees who have life events and other types of personal and employment situations that have a resulting benefits impact.
- Verifies identification and collects required documentation as specified in the offer letter and/or recruitment check-list in order to meet legislative obligations around employee identity and to support employee qualifications for the position.
- Enters and updates employee benefit enrolment information in PeopleSoft and the benefit carrier systems from sign-on documentation and from day-to-day communications and requests from employees.
- Ensures benefit coverage is accurately processed and enrolls employees in appropriate employee programs such as transit, fitness facilities and parking.
- Responds to benefit and pension related inquiries, including managing the employee benefits email and voicemail box, ensuring employees receive a timely and accurate response to their questions. Ensures complex benefit and pension related inquiries are escalated to the Advisors.

- Maintains collateral materials relating to the administration and promotion of the benefits plans, such as enrolment forms and benefit guides, ensuring they are kept up-to-date. Maintains Metro Vancouver intranet information about the benefit plans. Maintains an inventory of carrier guides and other materials as required.
- Supports with the completion of Municipal Pension Plan purchase-of-service estimates for employees and assists them in finalizing their purchases, including collecting forms and payment for employee cost-shared purchases and communicating employer cost-shared purchases to Payroll.
- Generates reports from PeopleSoft for a variety of processes including verifying ongoing benefit eligibility for employees and their dependents and identifying employees that require sign-on meetings or status change information.
- Files documentation and maintains employee files.
- Performs other related duties as required.

To be successful, you have:

- 3 years of recent, related experience supplemented by high school graduation and completion of relevant post-secondary courses such as communication and/or marketing; or an equivalent combination of training and experience.
- Completion of the GBA portion of the Certified Employee Benefits Specialist program is an asset.
- Ability to work independently under general direction, including using judgment to manage and prioritize day-to-day priorities.
- Demonstrated commitment to, and considerable skill providing a high level of customer service.
- Demonstrated communication skills (verbal and written), including the ability to effectively listen and assist in resolving problems.
- Ability to establish and maintain effective working relationships with internal and external business partners, including Metro Vancouver staff, benefit plan and pension carriers and consultants.
- A high level of attention to detail, including the ability to process large amounts of data efficiently and accurately.
- Knowledge of the operation of employee benefit plans from an administrative perspective, including enrolments and terminations, designation of beneficiaries, and carrier relationships.
- Ability to exercise substantial discretion and deal with sensitive and confidential information.
- Ability to apply policies, procedures and collective agreement language to routine and unique situations.
- Ability to perform complex arithmetic calculations with speed and accuracy.
- Practical knowledge of a complex Human Resources Management System such as PeopleSoft.
- Proficiency using Microsoft office programs, including Word, Excel, Outlook, and SharePoint.
- Valid B.C. Class 5 Driver's License.

Our Vision:

Metro Vancouver embraces collaboration and innovation in providing sustainable regional services that contribute to a livable and resilient region and a healthy natural environment for current and future generations.

At Metro Vancouver, we are committed to cultivating a diverse, safe, equitable, and inclusive work environment for all. We strive to attract and retain a talented, diverse workforce that is reflective of the region we serve. If an

accommodation is required during the recruitment and selection process, please contact careers@metrovancover.org for support. Learn more about our commitments to diversity, equity, and inclusion [here](#).

Please follow this link <https://metrovancover.org/about-us/careers> to our Careers page where you can submit your application by August 6, 2024.