

HUMAN RESOURCES ASSISTANT (BENEFITS)

Regular Full Time (Exempt)

About Us

One of BC's Top Employers, the City of Coquitlam offers meaningful career opportunities to make a difference within the local community. As the sixth largest city in BC, we are home to more than 150,000 residents. Our diverse municipality is a great place to work as it continues to grow through innovative urban design, inspiring arts, culture and recreation programs, and state-of-the-art transportation systems. Our brand is built on managing our resources in a responsible and sustainable manner, while supporting a vibrant, growing regional urban centre. We envision a bright future in Coquitlam that we hope includes you!

About You / What We Are Looking For

Join the City of Coquitlam's team as a regular full-time HR Assistant (Benefits) and dive into a role where details matter and people come first. If you are passionate about engaging with people, thrive in a fast-paced environment, and are excited to grow within a dynamic and supportive Human Resources environment, this may be the opportunity for you.

Reporting to the HRIS & Administrative Coordinator, you will play a key role in providing accurate and confidential support to employees. Your primary responsibilities include administering benefits, managing pension enrollments, updating our HRIS (PeopleSoft), and assisting with year-end reporting. You'll also serve as a resource on benefits, pensions, leaves of absence, and retirements, in line with collective agreements and policies. This position may also assist with administrative tasks relating to recruitment or general support of the larger HR division as needed.

Key responsibilities include:

- Provide employees with clear information and guidance on benefit eligibility, coverage options, bank entitlements, and pay rates.
- Process and maintain employee benefits, pension, and compensation data through benefit portals and the City's HRIS system, ensuring timely enrollments, terminations, and status changes.
- Collaborate closely with Payroll, Health & Safety, and department clients to ensure accurate premium deductions and resolve issues related to overpayments, offering recommendations for effective solutions.
- Assist and provide information to employees on benefit matters during leaves of absence, ensuring proper deduction of benefit premiums during the leave period.
- Process retirement requests and provide guidance to employees planning to retire from the City.
- Respond to inquiries on various HR-related matters, including policies, procedures, entitlements, and bank balances. Escalate complex inquiries to the HR Advisory team as required.
- Maintain and update internal documentation related to benefit plan administration, including forms, procedural guides, and benefit brochures.
- Files documentation accurately and completely in employee files.
- Performs other related duties as required.

Minimum Qualifications

Education & Experience:

- Completion of post-secondary coursework or education in Business Administration, Commerce or Human Resources paired with 3 years of related experience, preferably in a unionized environment. An equivalent combination of education and experience will be considered.

File #: 07-2790-03/000/2024-1 Doc #: 5335447.v1

- Prior experience in benefit administration will be an asset.

Knowledge, Skills & Abilities:

- Ability to explain and apply HR policies, procedures, and collective agreements.
- Excellent verbal and written communication skills, including the ability to prepare business correspondence, liaise with employees and managers on benefits inquiries, and create reports.
- Proven commitment to providing excellent and prompt customer service.
- Demonstrated ability to work independently and work collaboratively in a team environment.
- Superior organization skills with the ability to meet tight deadlines each pay process.
- Ability to exercise tact and discretion in dealing with sensitive and confidential information.

Preferred Qualifications

- Working knowledge of benefits administration and pension rules
- Experience with unionized and excluded recruitment practices
- Experience with Peoplesoft, the Pacific Blue Cross and Municipal Pension Plan portals and/or Cegid.
- A CPHR designation or working towards the designation is considered an asset.

What We Offer:

This excluded position has an annual salary range of \$79,664 - \$86,165 (2024 rates). The rate of pay is based on a variety of factors including qualifications, knowledge, experience and skills.

You will have the chance to join a rapidly growing and diverse team dedicated to supporting the local community, and be able to engage in variety of learning and development opportunities. Additionally, there is an opportunity to participate in an earned day off/flex day program. This position is based in Coquitlam. The City offers an attractive vacation and extended benefits package, including the ability to contribute to the Municipal Pension Plan.

Accessibility / Equal Opportunity Employer

The City of Coquitlam is proud to be an Equal Opportunity Employer working towards enhancing equitable practices in our recruitment and retention processes. As an organization we are committed to creating an inclusive work environment to support our growing and diverse work force. To learn more about what equity, diversity, and inclusion means, and the City's efforts in support of these principles, please visit coquitlam.ca/edi for more information.

If at any time during the application or recruitment process you require additional assistance or an accommodation, please contact our team for confidential support. Staff can also provide in-person support if required.

Applicants under consideration may be required to undergo and submit an acceptable police information check.

Good people make Coquitlam great, sign up for career alerts through our recruitment portal to stay up to date about opportunities within our team, or follow us on [LinkedIn](#) to learn more about how #YouCouldWorkHere too!

Please apply online at www.coquitlam.ca/careers by 11:55 pm on November 27, 2024.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.