



IDENTIFICATION

Department	Position Title	
Finance	Benefits Specialist	
Position Number(s)	Community	Division/Region(s)
15-320, 12596, /2600	Yellowknife	Financial and Employee Shared Services / HQ

PURPOSE OF THE POSITION

The Benefits Specialist is responsible for the provision of benefits administration, transaction processing and counselling for NWT Public Service employees (GNWT Departments, NWTHC, Boards, Agencies and Authorities), in compliance with Federal and Territorial legislation, regulations, policies, agreements and business procedures. They are responsible for the administration of leave benefits, pre-retirement counselling and the primary benefit consultant dealing sensitive and confidential matters with labour relations, the unions and senior management of the GNWT.

SCOPE

The Benefits Specialist oversees benefits and insurances consultation for all employees of the NWT Public Service and is the primary resource for all senior management in the GNWT. The position provides complex calculations and detailed information that requires a thorough knowledge of both benefits and insurance information. The position is a technical resource to the department and its clients and is required to review, evaluate, and make recommendations on business processes.

GNWT Financial and Employee Shared Services is responsible for providing a range of financial transaction processing services for all Departments of the GNWT, NWTHC, boards, agencies, authorities and includes operational offices in Yellowknife, Fort Smith, Hay River, Fort Simpson, Norman Wells and Inuvik. Under the shared services model, these responsibilities must be fulfilled for each respective client with often competing priorities, timelines and workload demands.

Located in Yellowknife and reporting to a Manager, Financial Operations, the Benefits Specialist is responsible for: overseeing the onboarding activities related to the accurate

assignment of benefits and insurances to all Senior Management of the NWT Public Service; overseeing the maintenance of the benefits records; administering leave as per the collective agreements and provide pre-retirement counseling. This position provides timely, accurate, and consistent response to benefits inquiries.

RESPONSIBILITIES

1. Oversees the onboarding activities (new hire, re-hire, transfer assignments, etc.) for Senior and Executive Management for the more complex benefit administration.

- Ensures information provided is complete and accurate and follows up with the appropriate personnel when necessary.
- Reviews the onboarding documentation related to benefits (pension, medical, and insurances) completed by the Benefits Officers, and consults with employees on their elections of previous service.
- Responds to a range of inquiries from the Pension Centre as they pertain to more complex consultations with labour relations, the unions, and management recruitment
- Reviews various benefit dates for all employee types to ensure accuracy and compliance with federal and territorial legislation, regulations, agreements and business processes.

2. Provides specialized benefit counseling in regard to Senior and Executive Management on leave administration, deaths in service, pre-retirement and employer initiated terminations.

- Provides information and counseling related to personal or employment-type status changes (or survivors, in situations of deaths in service) and leave administration to Senior and Executive Management
- Provides counseling in regard to benefit implications on sensitive and confidential matters with labour relations, the unions, and senior management of the NWT Public Service.
- Provides specialized pre-retirement counseling for all NWT Public Service.

3. Provides verifications, reconciliations, data research and data amendments for the Public Service Pension Centre to ensure data integrity of NWT Public Service employee files.

- Performs employee file research at the request of the Public Service Pension Centre using all GNWT previous mediums of employee file storage and has the ability to perform complex calculations which include all the federal pension changes over the years and how they impact those calculations.
- Performs Public Service Pension Centre invoicing as required by federal legislation, regulations, agreements and GNWT business processes.
- Reviews various queries or reports to ensure all eligible employees are included and identify employees who did not process and makes required corrections.
- Reviews employee records and identifies benefit issues, such as active employees

with terminated benefits, and ensures the GNWT's ERP System is updated appropriately so the information can be transmitted to the respective third parties (Public Service Pension Centre and Insurance Providers).

- Provides updates to relevant third parties and completes updates in GNWT ERP systems.

4. Reviews, reconciles and administers the Senior and Executive Management step increments, across the board salary increases, merit and bonuses to ensure compliance with Federal and Territorial legislations, regulations, agreements, policies and department business procedures.

- Prepares a list of all senior and executive management positions by department for the Deputy Minister's use and reviews the worksheets to ensure merit policy is followed.
- Prepares annual reconciliation as required by year-end instructions for Government Accounting and Public Accounts.
- Coordinates with entry for payment of merit increases and bonuses.
- Calculates and prepares summary for year-end Executive Manager liabilities.

5. Provides functional mentorship to colleagues within Financial and Employee Shared Services.

- Provides coaching and information to all divisional staff as it pertains to benefit related inquiries in regard to Federal and Territorial legislation, regulations, policies and department business procedures to help achieve accurate and timely processing of transactions.
- Reviews, evaluates, and makes recommendations regarding the business processes and operational guidelines while ensuring a continuous improvement philosophy.
- Cross-trained in critical operational activities performed by other staff to ensure minimal disruption to services.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Proven understanding of benefits administration
- Basic understanding of accounting principles
- Ability to read and understand relevant Acts, manuals, employment agreements, regulations and procedures
- Proficient in the use of software applications and computerized Enterprise Resource Management systems
- Ability to manage technical functions in a large-volume environment
- Ability to mentor staff
- Good communication, client relations and interpersonal skills
- Ability to interpret relevant technical reports
- Ability to organize time effectively and meet deadlines

Typically, the above qualifications would be attained by:

These skills are normally acquired through the successful completion of a relevant undergraduate degree and the completion of an Employee Benefits Administration certificate such as a CEBS diploma and a minimum of 4 years directly related benefit administration experience OR an equivalent combination of training and experience.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

French language (check one)

- French required
- French preferred
- French not required