



IDENTIFICATION

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|---------------------------|-----------------------|---|
| Department | Position Title | |
| Finance | Benefits Officer | |
| Position Number(s) | Community | Division/Region(s) |
| 15-3365, 6829 | Yellowknife | Financial and Employee Shared Services / HQ |

PURPOSE OF THE POSITION

The Benefits Officer is responsible for the provision of benefits administration, transaction processing and counseling for NWT Public Service employees (GNWT Departments, NWTHC, Boards, Agencies and Authorities), in compliance with Federal and Territorial legislation, regulations, policies, employment agreements and business procedures. It is responsible for general benefits administration, medical travel, relocation and ultimate removal for eligible employees.

SCOPE

The Benefits Officer oversees benefits and insurance information for all employees in the GNWT Public Service. This position makes complex calculations and provides detailed information that requires a thorough knowledge of both employee benefit coverages and insurance principles. This position is also 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, this position reports to a Senior Finance Officer and is responsible for overseeing the onboarding activities related to the accurate assignment of benefits to all GNWT public service employees, overseeing the maintenance of employee benefits records, administering medical travel, relocation and ultimate removal benefits and providing responses to benefit-related inquiries. This position provides timely, accurate, and consistent response to benefits inquiries.

RESPONSIBILITIES

1. Oversees the onboarding activities (new hire, re-hire, transfer assignments, etc.) to ensure the accurate assignment of benefits and insurances to all NWT Public Service upon employees.

- Ensures information provided is complete and accurate and follows up with the appropriate personnel when necessary.
- Prepares onboarding documentation related to benefits (pension, medical, and insurances), facilitates information sessions, and provides counseling to all employee groups within the NWT Public Service.
- Responds to a range of inquiries from clients and related third party providers (Pension Centre, Greenshield, Sunlife).
- Determines various benefit dates for all employee types and enters into the GNWT ERP System.

2. Oversees the maintenance of employee benefits records

- Responsible for card/coverage notification distribution to employees once information has been received from insurance/benefit providers.
- Provides information and counseling related to personal or employment-type status changes.
- Reviews employee benefit and pay documents and determines premium/pension arrears and submits deduction requests and/or recoveries.
- Reviews various queries or reports to ensure all eligible employees are included and identify employees who did not process and makes required corrections.
- Provides updates to relevant third parties and completes updates in GNWT ERP systems.
- Reviews and reconciles 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.
- 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).

3. Administers medical travel, relocation, and ultimate removal benefits

- Determines eligibility of employees and facilitates medical travel, relocation, and ultimate removal benefits as per the respective agreements.
- Provides employees with information and answers inquiries.
- Provides assistance with travel arrangements if applicable.
- Verifies and processes reimbursement as applicable.

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

- Provides guidance 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:

- Working 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
- 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 2 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
- X 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
- X French not required