



IDENTIFICATION

Department	Position Title	
Finance	Benefits Specialist	
Position Number	Community	Division/Region
15-12596	Yellowknife	Financial & Employee Shared Services

PURPOSE OF THE POSITION

The Benefits Specialist plays a dual role in administering employee benefit systems and providing internal support to benefits and data management staff within the Department of Finance across the Northwest Territories. This position ensures that employee benefits are delivered accurately and efficiently, in accordance with applicable legislation, collective agreements, and organizational policies.

To fulfill these responsibilities, the Benefits Specialist interprets benefit programs and provides direction to the Human Resources Information System (HRIS)/ Enterprise Resource Planning (ERP) team to ensure the system is configured to support employee benefit processing. This includes offering functional support, defining system requirements, and contributing to the design of services, interfaces, and reports related to benefits administration.

The role ensures compliance with all territorial and federal legislation related to public servant benefits, not limited to the NWT Public Service Act, Superannuation Act, collective agreements, handbooks for managers and excluded employees, executive contracts, Human Resource Manual (HRM), insurance administration manuals, and superannuation manual.

SCOPE

The Benefits Specialist position is located in Yellowknife and reports to the Manager, Benefits Administration within the Financial & Employee Shared Services Division of the Department of Finance. This position supports the delivery of benefits and compensation services to approximately 8,000 employees of the GNWT, spanning seven regional service centres. The annual costs for employee benefits to the GNWT is \$140 million a year as of 2025.



The Specialist provides expert guidance, advice, and administrative support across a diverse range of employment groups, including the Union of Northern Workers (UNW), Excluded Employees, Senior Management, the Northwest Territories Teachers' Association (NWTTA), Executive Managers, Ministers, Members of the Legislative Assembly, and Physicians. The role requires a deep understanding of the unique benefits entitlements and legislative frameworks applicable to each group.

In addition to direct service delivery, the Benefits Specialist is responsible for the configuration and maintenance of HRIS system data related to benefits administration. This includes ensuring seamless integration with Human Resources (HR), Finance, and Payroll modules. The Specialist works closely with the HRIS ERP team to define functional requirements and support the design of system interfaces and reports that facilitate efficient and accurate benefits processing.

The position also oversees the administration of retirement, severance, and extended leave benefits, providing employees with timely and informed counseling on their options and entitlements. The Specialist interprets the employee benefits and ensures they are delivered in compliance with the Public Service Act, collective agreements, GNWT policies, executive contracts, and applicable territorial and federal legislation. The Benefits Specialist also plays a key role in the development and implementation of new benefits-related projects and system enhancements.

The Benefits Specialist manages the Deferred Salary Leave Program (DSLP), which includes the accurate recording, reconciliation, and disbursement of over \$9 million in employee trust funds.

RESPONSIBILITIES

1. Manage and administering Government of Canada Pension Centre (GCPC) data reporting.

- Interpret the GCPC Superannuation Manual implement changes as advised by the GCPC to ensure the GNWT ERP system is configured to accurately report employee pension information to the GCPC.
- Provide direction to the HRIS systems team on the use and testing of Data Capture Tools (DCT) to ensure compliance with the Public Service Pension Plan.
- Review DCT outputs to confirm data accuracy and completeness, investigate and correct errors, and complete required submission and reporting.
- Respond to inquiries from the PSPC regarding employee data and process necessary updates.
- Develop functional design specifications for new or updated GCPC reporting requirements.
- Research and process complex pension transactions involving employees with multiple positions or employment changes.
- Manage access to DCT tools and act as the primary contact for the GCPC.



2. Manage and administer benefit systems and processes within the ERP for Employee Step Increments and Insurance programs.

- Interpret GNWT terms of employment and insurance programs to ensure the ERP system is properly configured to support employee benefits administration, including step increments, dental insurance, and health care insurance.
- Complete employee enrollments in various insurance plans.
- Process manual and automated benefit transactions to enroll or update employee benefit plans.
- Conduct data integrity reviews to ensure accurate and complete reporting.
- Transmit data and files to insurance providers to confirm appropriate employee coverage.
- Research and resolve complex benefits transactions involving multiple positions, employment changes, errors with enrollment, and historical data corrections.
- Monitor changes to benefit plans and interpret collective agreement updates to ensure accurate administration.
- Provide advice on terms of employment to support proper benefits administration.
- Define and advise of required eligibility updates for HRIS system tables used by Benefits Administration modules, ensuring integration with HR, Finance, and Payroll systems.

3. Interpret collective agreements and terms of employment to administer employee termination benefits.

- Determine employee's eligibility for various benefits based on their employment status, service history, terms of employment, insurance manuals and pension manuals.
- Apply relevant provisions from the Public Service Act, collective agreements, GNWT handbooks and executive contracts to determine the employee's entitlements, including severance, and options for continuations of benefits.
- Ensure accurate calculation and processing of severance pay and coordinate with payroll to ensure timely payout.
- Liaise with the GCPC to report termination details and ensure accurate data transfer.
- Update the HRIS/ERP system to reflect the termination and ensure all benefit related data is accurate and complete.
- Investigate and resolve complex or sensitive cases, such as those involving multiple positions, retroactive changes, or grievance settlements that affect termination benefits.
- Maintain accurate records of all actions taken, ensure compliance with legislation and internal controls, and prepare documentation for audit or review purposes.
- Deliver expert advice, support and benefit details and calculations to the HR team for employer driven terminations including employees who are:
 - Laid off;
 - Entering into termination agreements;



- Undergoing medical termination;
 - Dismissed;
 - Deceased (supporting beneficiaries and survivors).
- Ensure all processes are completed accurately and in a timely manner in accordance with legislation and terms of employment.
- Provide compassionate and informed support to beneficiaries, estates and survivors regarding entitlements and next steps for death in service.

4. Provide benefits and pension counselling for extended leave.

- Educate and advise of benefits and pension implications to employees for all types for extended leave, including:
 - Maternity and parental leave (with or without allowance);
 - Sick leave without pay;
 - Disability leave;
 - Compassionate leave;
 - Personal leave without pay;
 - Education Leave;
 - Spousal relocation;
 - Deferred Salary Leave: and
 - Any other extended leave.
- Interpret terms of employment and collective agreement to ensure leave and benefits are administered according to negotiated terms.
- Advise employees on the impact of the leave and their benefits.
- Ensure leave transactions are processed accurately and promptly to avoid delays or errors in employee pay and benefits.
- Management of the Deferred Salary Leave program including reconciliation of all monetary payments under the program, reporting at year end for fiscal year reporting, ensuring compliance with CRA rules under this deferred salary program.

5. Provide advice and interpretation on the impact of settlements and terminations on employee's pay and benefits.

- Review grievance settlement, memorandums of understand, and termination agreements to determine implications for employee benefits, including pension, insurance, leave entitlements, and severance.
- Interpret settlement terms in accordance with collective agreements, GNWT policies, and applicable legislation to ensure accurate and compliant benefit administration.
- Collaborate with Labour Relations, Human Resources and legal advisors as needed to clarify benefit related provisions within settlements.
- Advise and collaborate with benefits, data management, and payroll staff on required system updates or manual adjustments resulting from grievance outcomes.



- Ensure timely and accurate implement of benefits changes resulting from grievance resolutions, minimizing disruption to employee entitlements.

6. Provide expert advise and support in GNWT employee benefit administration, training and compliance.

- Serve as the subject matter expert on GNWT Employee Benefits, providing guidance and support to Benefits Supervisors.
- Contribute to the development and maintenance of comprehensive training manuals and resources to ensure consistent and accurate benefit administration.
- Monitor benefit enrollments to ensure compliance and identify areas for improvement.
- Analyze and identify knowledge gaps or administrative errors, and recommend practical solutions to resolve issues and enhance service delivery.

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

- Knowledge of human resources and financial ERP systems with a focus on benefits and compensation administration.
- Ability to interpret and apply complex policy documents and collective agreements to ensure accurate and compliant benefits administration.
- Analytical and research skills, with the ability to process complex transactions, conduct comprehensive file audits, and resolve discrepancies affecting pension and insurance benefits.
- Knowledge of pension and insurance programs.
- Ability to translate business requirements into system specifications and collaborate with technical teams to implement and test system changes.

- Ability to provide seasoned counseling and advice on employee benefit administration tailored to individual employee circumstances.
- Communication skills, both oral and written, with the ability to convey complex information clearly to employees, senior managers, and technical staff.
- Organizational and time management skills, with the ability to manage multiple priorities and meet tight deadlines.
- Client service orientation, with a focus on providing accurate, timely, and empathetic support to employees.
- Proficiency in Microsoft Office applications, internet tools, and email, with a strong emphasis on working within human resource information systems.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

Completion of an Employee Benefits Administration certificate and a minimum of 3 years' benefit administration experience.

Equivalent combinations of education and experience will be considered.

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 if applicable)

- ☐ French required (must identify required level below)
 Level required for this Designated Position is:
 ORAL EXPRESSION AND COMPREHENSION
 Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
 READING COMPREHENSION:
 Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
 WRITING SKILLS:
 Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
- ☐ French preferred

Indigenous language: Select language

- ☐ Required
- ☐ Preferred