IDENTIFICATION

Department	Position Title	
Finance	Benefits Officer	
Position Number	**Community**	**Division/Region**
15-3365	Yellowknife	Financial Employee Shared Services/HQ

PURPOSE OF THE POSITION

The Benefits Officer is responsible for the enrollment, education and administration of employee benefits for NWT Public Service employees (GNWT Departments, Housing, 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 administers benefits and insurance information for all employees in the GNWT Public Service. This position completes complex calculations and provides detailed information that requires a thorough knowledge of both employee benefit coverages and insurance eligibility rules. 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 has seven different offices where benefit administration is completed, benefit officers will be working on files in any of the regional offices and may be rotated to work on various teams as per operational requirements.

Located in Yellowknife, this position is responsible for overseeing the onboarding activities related to the accurate assignment of benefits to 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.

Benefit Officers have expenditure authority to process payments for medical travel and relocations. Collectively they share the approval of over $20 million of medical travel

reimbursements and $4 million of relocation reimbursements. In 2024 there were 8,000 approvals for medical travel submitted.

Benefit Officers are required to be on a rotational on-call for supporting medical travel and relocations, and may have up to four, one week rotations per year.

RESPONSIBILITIES

1. **Performs onboarding activities (new hire, re-hire, transfer assignments, etc.) to ensure the accurate assignment of benefits and insurances to NWT Public Service employees.**
   - Prepares onboarding documentation related to benefits (pension, medical, dental, and insurances), facilitates information sessions, and provides information to most employee groups within the NWT Public Service.
   - Provides information and guidance to employees to facilitate enrollment into employee benefit plans.
   - Ensures information provided by employee is complete and accurate and follows up with the appropriate personnel when necessary.
   - Responds to a range of inquiries from clients and related third party providers (Pension Centre, Greenshield, Sunlife/Canada Life).
   - Uses eligibility rules to determine accurate benefit dates for all employee types (i.e., full/part time, shift workers, relief, seasonal) and enters into the GNWT ERP System.
   - Ensures employees job data information is correct and employees are enrolled into the correct pension plan and to confirm employment data specifically the effective dates for vacation leave, GNWT Service, Benefits Service and Severance..

2. **Performs offboarding/termination activities for various employee groups and types, such as terminations with less than 2 years of service (ROCs), more than 2 years of service and less than age 50, and simple retirements**
   - Confirms eligibility, and processes terminations for employees with less than 2 years of pensionable service for return of contributions
   - Confirms eligibility and provides option information to employees with more than 2 years of pensionable service who are less than age 50 upon termination; processes option chosen by the employee, or the default option if the employee fails to indicate an option within one year of termination
   - Confirms simple retirement eligibility and provides information to the employee to contact the federal pension centre for employees who are eligible for retirement
   - Ensures file information is complete and accurate, and reconciled to federal pension information platform in all terminations being processed by this role

3. **Participates in the administration of employee benefits records**
   - Responsible for card/coverage notification distribution to employees once information has been received from insurance/benefit providers.
   - Provides information interpretation 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, reconciles, and calculates 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).

4. **Administers medical travel applications, including determining appropriate eligibility and process steps in non-standard situations, and/or when information provided may be incomplete (i.e., employee escorts in cases of medevacs and emergency medical travel).**
   - Reviewing medical and dental travel referrals from Medical Practitioners to determine eligibility for employee travel assistance as per the terms of employment.
   - Provides employees with information and answers inquiries through reviewing and interpreting benefits outline in the various terms of employment.
   - Provides employees with travel arrangements as required, including emergency travel bookings.
   - Provides emergency travel bookings to employees escorts in cases of medevacs and emergency medical travel.
   - Verifies and processes medical travel expense reimbursement as applicable including reconciliation of procurement cards.
   - Completes expenditure authority on medical travel expense claims.
   - Completes requests for recoveries from insurances for emergency medical travel.

5. **Administers relocation benefits for new, transferring, and terminating employees, including determining appropriate eligibility and process steps in non-standard situations, and/or when information provided may be incomplete.**
   - Determines eligibility for allowances and benefits based on the terms of employment and how the employee's situation fits the entitlement.

- Provides relocation entitlement information to employees and provides support to employees to understand their relocation entitlements.
- Procures moving companies using competitive process to move employees household effects, completes assessments of quotes, and awards moving contracts.
- Provides employees with travel arrangements as required, including short notice travel for health practitioners hired at short notice.
- Reviews and authorizes moving expenses as per the benefits outlined in the various terms of employment, including reconciliation of procurement cards.
- Completes and administers expenditure authority on relocation travel claims.
- Reconciles relocation journal ledger accounts to confirm expenses, and invoices relocation expenses to GNWT Departments and Agencies.
- Completes assessments for Ultimate Removal claims to determine eligibility and amount of assistance.

6. **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 inquires 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.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

The position encounters competing deadlines and is required to prioritize functions that are time-sensitive.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of computerized accounting systems and human resource information systems
- Knowledge of benefits administration
- Ability to acquire knowledge of relevant GNWT procurement, contracts, internal invoicing and reconciliations rules and processes.
- Ability to read and understand relevant Acts, manuals, employment agreements, regulations and procedures
- Ability to manage technical functions in a large-volume environment
- Ability to listen and respond positively in all client situations
- Ability to build strong relationships and work directly with people from other communities.
- Skilled in teamwork with members from a variety of backgrounds and cultures
- Skilled in providing customer service
- Ability to interpret relevant technical reports
- Ability to organize time effectively and meet deadlines
- 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:

Successful completion of Grade 12 and relevant diploma/certificate, plus 2 years directly related 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