



JOB DESCRIPTION

Salary Grade: 5 CUPE 1328

Job Title:
Benefits Clerk

PRIMARY FUNCTION

The primary function of this position is to effectively administer and maintain all functions relating to the area of Compensation and Benefits for the complete life-cycle of an employee, currently totalling approximately 10,000 active and retired employees. To efficiently implement benefits design for teaching, union and non-union – support and administrative staff, and to ensure that established procedures are adhered to.

MAIN RESPONSIBILITIES

1. Verify and confirm that all eligibility requirements are met and subsequently process new benefit enrolment applications and all related changes in the Human

Resources/Payroll System within pre-scheduled payroll deadline for 15 benefit divisions by:

- activating the benefit items on the employee HRIS file
- calculating and inputting monthly premiums in arrears
- updating any changed dependent information
- updating beneficiary information for group life insurance purposes

2. Process the employee coverage changes by:

- examining and transferring/cancelling if necessary, employee benefit items according to any interdepartmental changes done to an employee's HR file (e.g. school location change, position change, or status change)

such as leave of absence, return to work, retirement; multiple job positions etc.)

- using “Transaction” reports distributed on a weekly basis to cross-check for any employees who have undergone changes made by other departments that can alter their benefit status, and adjust benefit items accordingly
- following up with necessary premium adjustments to ensure continuous coverage for the employee and balancing any Board offset due to these premium adjustments

3. Process the employee coverage for leaves of absences (maternity/parental, adoption, study, no-pay, personal, teacher exchange program, deferred salary plan etc.) upon authorization by:

- identifying the benefit items to be invoiced
- verifying last month premiums are paid
- validating the start and end dates of the leave are within collective agreements and regulatory guidelines
- completing the “Request of Invoice” form for Continuing Benefit Management System (CBMS) purposes
- calculating and generating benefit invoices/cost letters for employees who wish to participate in the Board’s benefits plans while on leave
- maintaining the continuance of all benefits for employees on leave of absence by validating and calculating all incoming benefit payments and following up on outstanding invoices (i.e. preparing and issuing notices on a daily basis)
- verifying and confirming banking information for all CBMS profiles
- monitoring, calculating and inputting all monthly payments adjustments relating to non-sufficient funds, account closures, stop payments etc. and following up to collect unpaid funds
- analysing and comparing all generated CBMS Reports (Returning Employees Reports) to Ad Hoc Reports on a monthly basis to monitor the employees’ leave status, and calculating as well as process a refund of benefit premiums through the HR/Payroll System as necessary

4. Provide administrative support to the department by performing such duties as:

- maintaining database by using “FAST” for 2 specific divisions: ‘Early Retirees’ and ‘Occasional/Assigned Occasional Teachers’ . Manually update benefits options or cancel all benefits coverage as necessary
- preparing and generating annual statements for income tax purposes as necessary
- providing benefits orientation to new and separating employees (one on one basis/group sessions) on all aspects of benefits available to them (e.g. coordination of benefits)

- assisting employees to complete various applications for all benefits (e.g. Dental Plan, Extended Health Care Plan etc.)
- trouble-shooting and resolving all incoming inquiries received via voice mail/telephone, e-mail, fax etc. regarding benefits coverage issues, verifying “FAST” with HRIS etc., and/or directing employees to various related institutions as requested (e.g. OECTA, Teaching LTD office, OHIP, POSACTION etc.)
- administering benefit item on Registered Retirement Savings Plan for employees who have requested automatic monthly deduction
- composing routine correspondence and/or composing correspondence from rough outlines provided by the supervisor such as Certification of Coverage; Notice of Cancellation of Benefits Plans, Dependent Coverage letters etc.
- participating in departmental projects (e.g. Frequently Asking Questions pamphlets, Additional Information for Employees etc.)

5. Perform other related duties as assigned or required such as:

- sorting and distributing mail
- photocopying material as required
- maintaining filing and follow-up systems as necessary
- co-ordinating various mailings as required (e.g. OMERS annual statements)

SKILL

- 2 year college diploma or equivalent.
- 6 – 12 months related experience

EFFORT

- Complexity of the job is to ensure that established procedures and policies are adhered to in order to maintain an optimum level of accuracy and service in an environment reflecting the multiple employees groups of 15 diverse divisions, collective agreements, policies, and changing legislation. Complexity in solving unpredictable problematic situations (e.g. addressing issues arise from internal/external computer problems leading to extensive investigative verifications of coverage changes etc.). Complexity in prioritizing daily activities to meet respective deadlines.
- Visual concentration and manual dexterity when utilizing computer terminal (80%) – working on billings and reports with fine print and figures.

RESPONSIBILITY

- Independence of action in calculating or making modifications to special benefits items; processing benefits invoices and interpreting correct pricing; setting up precise premium adjustments manually; and responding/clarifying benefits issues in accordance to established policies and procedures. Accountable for timely and accurate processing of billings, applications, invoices and HR/Payroll input and verification of entries.
- Inaccurate calculations or missed arrears would/could lead to over/under payments. Errors in processing applications of benefits plans and inputting changes could result in limited coverage, no coverage, and disallowed claims which would inconvenience employees and take time to correct and resolve, and Board could be liable in paying claims.
- Contacts with employees, external agencies for exchange of information. Exposure to confidential matters.

WORKING CONDITIONS

- Open office concept environment.
- Stress from constant interruptions, high volume of work and meeting deadlines. Stress from dealing with irate employees and verbal abuse. Stress from handling delicate issues for employees who are ill or depressed.