

HEALTHCARE BENEFIT TRUST JOB DESCRIPTION

Job Title: Benefits Reporting Advisor	Department: Benefits Administration	Pay Grade: 5
Reports To: Manager (Team Lead)	Supervises: N/A	Date: November 2016

Position Summary

The Benefits Reporting Advisor is responsible for the timely delivery of reporting to stakeholders. The position updates and maintains data from multiple sources and liaises with various internal/external business areas and subject matter experts to ensure data accuracy and completeness. The Advisor keeps current with legislative changes, legal decisions, arbitration findings and interpretations of collective agreements.

Major Responsibilities

1. Ensures the timely delivery of client reporting by liaising with various business areas and subject matter experts to gather and compile information and participates in the development of client reporting processes.
2. Develops value-added standard and ad-hoc reports by compiling, merging, manipulating and analyzing data from a variety of sources to ensure accuracy and completeness in producing the final report. Investigates, researches and resolves discrepancies when needed.
3. Assigns and maintains codes and related identifiers for employer and employee groups.
4. Maintains mapping tables and spreadsheets containing various data sources and processes data files into the reporting database.
5. Updates and maintains schedules to the plan document, benefits booklets and any related documentation.
6. Responds to enquiries regarding benefit plan provisions, conducting research of past practices, collective agreement interpretations and legal decisions in in-house reference files as required.
7. Researches and prepares plan design comparison charts used for review and analysis.
8. Liaises with staff within HBT to ensure inter-departmental coordination of information, documents and files.
9. Provides input to the development/modification of systems and procedures and the streamlining of work processes.
10. Keeps current with legislative changes, legal decisions, arbitration findings, interpretations of collective agreements and communications from the employers' associations that affect health and welfare benefits.
11. Performs other related duties which do not affect the nature or level of the job.

Qualifications

Education, Experience and Occupational Certification

- Diploma in business administration or an equivalent combination of education, training and experience.
- 5 years' experience working with employee benefit plans and related data.
- Courses leading to Certified Employee Benefits Specialist (CEBS) designation preferred.

Knowledge, Skills and Abilities

- Good knowledge of employee benefits programs, collective agreements, relevant legislation and labour relations.
- Solid understanding of data structure, data flow and superior attention to detail.
- Advanced level skills with Microsoft Excel, Word and databases and ability to quickly learn internal computerized systems.
- Knowledge of data management/manipulation tools, Business Intelligence tools (i.e. Business Objects).
- Good knowledge of the healthcare and community services sectors and their employee benefit requirements.
- Good knowledge and understanding of HBT's mandate, operating environment, business objectives, structure and operations.
- Strong analytical skills and a thorough understanding of how to interpret customer business needs and translate them into application and operational requirements.
- Ability to diagnose problems quickly and efficiently, use sound judgment in resolving problems, and provide solutions to meet client needs.
- Ability to communicate clearly and effectively, both orally and in writing.
- Ability to interact effectively with a diverse group of subject matter experts and staff at all levels of expertise.
- Ability to provide exceptional client service and exhibit a professional manner.
- Good organizational, time management, analytical and problem solving skills.
- Ability to work independently with limited supervision and function in a team environment with a variety of team members.
- Ability to multi-task, adapt to constantly changing priorities, work well under pressure and meet deadlines.