



The Healthcare Benefit Trust strives to be an industry leader in the effective and efficient delivery of health and welfare benefits. Our core values pursue excellence in the delivery of outstanding customer service by valuing and respecting our employees within a high performance culture.

We are currently recruiting for a **Benefits Administrator** in our Vancouver Office.

Position Summary

The successful candidate will primarily be responsible for providing benefits administration services relating to health and welfare benefit plans for clients of the Healthcare Benefit Trust. The position researches and prepares materials including plan designs, plan schedules, benefit booklets, rates and quotes for current or prospective clients, prepares and reviews correspondence to clients and claims paying agents regarding benefit plan particulars and administrative instructions. The position ensures the benefit plans are set up and administered correctly in accordance with client requirements, Plan documents, collective agreements and HBT policies and procedures, and responds to enquiries from clients and claims paying agents regarding benefit plan provisions and administrative processes. The position keeps current with interpretations of collective agreements and communications from the employers' associations that affect the administration of the benefit plans.

Major Responsibilities

1. Responds to enquiries from clients and claims paying agents regarding the benefit plan provisions and administrative processes, conducting research of past practices and collective agreement interpretations. Makes recommendations to Manager (Team Lead) or Client Consultant when further interpretations are required;
2. Prepares correspondence to new or prospective clients regarding their participation in the Trust and the benefits and services available;
3. Researches and prepares draft quotes for current or prospective clients that meet the needs of the client, comply with collective agreement provisions or comparable to the plan client has through an existing provider; searches benefit plans in data base to establish the appropriate plan design and rates; obtains rates from claims paying agent as required;
4. Prepares correspondence and documents regarding details of new/amended benefit plans and administrative instructions;
5. Creates benefit booklets, reviews and performs quality assurance checks. Ensures the benefit booklets and appropriate enrolment and claims information and other materials are sent to the client;
6. Updates and maintains client records and databases, spreadsheets and related information. Maintains a bring-forward and follow-up system and, where necessary, prepares and sends reminders. Maintains various reference lists, statistics and other records pertaining to the operations of the department;
7. Ensures the benefit plans are accurately and effectively administered in accordance with client requirements, Plan Documents, collective agreements, and HBT policies and procedures;
8. Coordinates clients' applications for access to the claims paying agent's LTD claim management website: sends applications to clients; obtains HBT's approval of signed applications; and sends signed application to claims paying agent;

9. Processes annual rate renewal. Reviews, analyzes, compiles and merges data from a variety of sources to ensure accuracy and completeness. Investigates and resolves discrepancies. Updates rate table, assists with Benefits Specialist to create and distribute Rate sheets to clients;
10. Prepares CRC claim file and package(s) and verifies Life claim eligibility when need arises;
11. Provides input to Manager (Team Lead) to the development/modification of systems and procedures and the streamlining of work processes;
12. Provides training and guidance to other team member(s), and ensures workflow is maintained and deadlines met;
13. Refers operational issues to Manager (Team Lead) for resolution where necessary;
14. Assists in the phone, courier, and mail rotation; and
15. Performs other related duties which do not affect the nature or level of the job.

Qualifications

Education, Experience and Occupational Certification

- Community college diploma in business administration or equivalent combination of education, training and experience.
- Three (3) years related experience in providing administrative support services.
- Courses leading to Certified Employee Benefits Specialist (CEBS) designation preferred.

Knowledge, Skills and Abilities

- Advanced level skills with Microsoft Word, Outlook and databases and advanced level Excel skills and ability to quickly learn internal computerized systems.
- Good knowledge and understanding of the practices, procedures and processes associated with general office and program administration.
- Strong work ethic.
- Ability to coordinate and process files and accurately update and maintain records.
- Ability to communicate clearly, orally and in writing, with a wide range of contacts including clients and their employees, provide exceptional client service, and exhibit a professional manner.
- Excellent organizational, analytical and time management skills.
- Good communication and interpersonal skills.
- Superior attention to detail.
- Ability to organize own work, work under general supervision, and function in a team environment.
- Ability to multi-task, adapt to changing priorities and work to deadlines.

Please apply to this position by e-mailing a cover letter, and resume to Christine Fenske at HR@hbt.ca . Please also ensure to add the position title (**Benefits Administrator**) in the subject line of the e-mail.