

1. Position No. 80244, 80990	2. Descriptive Working Title LEAVE & BENEFITS ADMINISTRATOR		3. Present Classification Excluded Support
4. Branch HUMAN RESOURCES	5. Department PAYROLL/LEAVE BENEFITS	6. Work Location Telework Eligible	Date Mar 2018 Revised Oct 2021
7. Position No. of Supervisor 32055	8. Descriptive Work Title of Supervisor SUPERVISOR, LEAVE, BENEFITS & HR SYSTEMS		9. Classification of Supervisor Excluded

POSITION SUMMARY

Reporting to the Supervisor, Leave & Benefits Administration, the Leave & Benefits Administrator is responsible for administering leave and benefits for approximately 1000 union, management and excluded staff. He/She/They administers leave and benefits in accordance with two collective agreements, Terms and Conditions of Employment, employee benefit documents and Commission policies.

MAJOR RESPONSIBILITIES

1. Administers leaves for union, management and excluded support employees in accordance with provisions of two collective agreements, Terms & Conditions of Employment and Commission policies by:

- verifying accuracy of source documents by ensuring appropriate approvals, reviewing and making decisions regarding application of collective agreements and terms and conditions of employment, investigating discrepancies or errors, and bringing the more complex cases, trends and unique situations to the attention of the Supervisor, Leave & Benefits Administration
- entering leave information into the HR/Payroll system (TMS)
- preparing/generating reports including those relating to Worker's Compensation Board (WCB) claims, vacation pay entitlements, attendance and calculations
- preparing documents, meeting with employees to explain details and providing guidelines for going on specific leaves such as Maternity/Parental leave and Pre-Retirement leave
- monitoring Short Term Illness and Injury Plan and WCB leave and preparing long-term disability documents when applicable
- assisting in the year-end attendance/leave reconciliation process including calculation of new leave entitlements and verification of carry-forward balances
- responding to routine enquiries from managers, supervisors and employees regarding leave management policies, procedures and collective agreement provisions
- reviewing and investigating any leaves enquiries from the benefit carriers
- monitoring and maintaining employees' vacation leaves, such as overdrawn and undertaken vacation balances and follow up with employees
- filing source documents

2. Administers benefit coverage for union, management and excluded support employees in accordance with benefit plan documents, two collective agreements, Terms & Conditions of Employment and Commission policies by:

- documenting and validating new employees into the Commission's Flex Benefit Program and other benefit plans
- conducting New Hire orientation sessions to explain Flex Benefits Program and other benefits to newly hired employees
- communicating and coordinating with benefit providers regarding discrepancies, technical issues, and any employee issues
- entering benefit changes including enrolments, terminations, additions and deletions of dependents etc. into TMS
- collecting and validating source document, entering additions, terminations and other changes for Medical Services Plan (MSP) on the MSP Direct website
- collecting and validating source documents, entering enrolments, terminations, additions and deletions of dependents etc. for Pacific Blue Cross Dental and Extended Health benefits using their ADMINnet/Flex Enrolment Tool system
- collecting and validating source documents, entering enrolments and termination for Pension Corp.
- generating reports detailing enrolments, changes, and terminations impacting employee pension status and benefit coverage
- monitoring benefit eligibility for short term employees and enrolling them into the third-party admin systems when eligible
- setting up info sessions from Pension (New Hires and Employee within 5 years of eligible retirement)
- responding to routine enquiries from managers, supervisors, employees regarding benefit policies, procedures and collective agreement provisions
- requesting information from benefit carriers and the Pension Corporation as requested by the Supervisor
- preparing documents, meeting with employees going on extended leave, to explain details and provide guidelines about specific benefits such as Extended Health, MSP, Group Life Insurance, Optional Life Insurance and Public Service Pension Plan
- working with Supervisor, Leave and Benefits Administration to process the Commission wide re-enrolment for Flex Benefit Program on a bi-annual basis, including assisting in preparation and delivery of orientation sessions, and contacting employees who are on leave to inform them of rate changes and to discuss re-selection of benefit coverage
- maintaining and communicating benefit changes for employees who reach max age of 65
- processing legal name changes / marital status changes with various benefit providers
- filing source documents

3. Enters and maintains employee information in TMS by:

- reviewing source documents for completeness and accuracy, and bringing problems to the attention of the Supervisor and/or other HR staff as appropriate; ensure all required forms have been submitted and filed
- entering information on new employees into TMS including employee assignments, wages, banking information, benefit elections etc.
- entering information regarding changes to employee status, salary, supervisor, location and terminations
- updating employee profiles when there is reorganization
- generating system reports and reconciling discrepancies
- auditing all source documents and working papers for proper signatures
- auditing/validating the other Leave & Benefits Administrator's data entry
- creating and managing Service Desk Tickets when there is a change to the employee's profile by requesting additional roles when needed or by removing the role when it is no longer needed.

4. Performs a variety of duties pertaining to leave and benefit administration, including:

- updating manual and electronic records to reflect benefit rate and policy changes
- monitoring, reconciling and correcting electronic and manual information to ensure data integrity
- performing reconciliation projects to ensure BC Housing's information reconciles to that of the various benefit providers
- assisting with various year-end processes, as requested

5. Performs other related duties that do not affect the nature of the job, including conducting special studies, making presentations and participating in task force, project teams, and committee work.

ORGANIZATION

The Leave and Benefits Administrator reports to Supervisor, Leave, Benefits & HR Systems.

No positions report to the Leave & Benefits Administrator.

QUALIFICATIONS

Education, Experience and Occupational Certification

Diploma in business administration or related discipline.

Completion of courses in payroll and benefits administration.

Completion of Canadian Payroll Association Level 1 certification.

Sound experience in computerized leave and benefit administration.

Or an equivalent combination of education, training and experience acceptable to the Employer.

Knowledge, Skills and Abilities**Core Competencies**

- Personal Effectiveness
- Communication
- Results Oriented
- Teamwork
- Service Oriented

Sound knowledge and understanding of the policies, practices, procedures and government regulations pertaining to the administration of employee leave and benefits and the maintenance of computerized employee records

Sound knowledge and understanding of human resource information systems, word processing and spreadsheet software

Sound knowledge and understanding of Commission policies, practices and procedures pertaining to the administration of leave and benefits

Sound accounting knowledge and ability to reconcile accounts

Ability to understand and interpret collective agreements, Terms and Conditions of Employment and benefit policy documents respecting benefits and leave

Ability to process additions, deductions and adjustments to the benefits and leave management systems within established time frames, work well under time pressure and with limited supervision

Ability to work well as a member of a team

Ability to exercise sound judgement in dealing with matters of a confidential nature

Good interpersonal, communication, organizational and time management skills

Strong detail orientation

Strong computer and data entry skills