

Support Job Position Description

Section I: Position information

Effective date	2025-07-17	<input checked="" type="checkbox"/> Update only	<input type="checkbox"/> Classification review
Position title	Benefits Administrator		
Position number	999029, 999077, 999466		
Classification level	Range 1		
Position affiliation	<input type="checkbox"/> AUPE <input checked="" type="checkbox"/> Excluded		
Location	Virtual with Place Based Duties		
Department	Human Resources		
Reports to	Coordinator, Benefits		

Position summary

Briefly describe the main purpose(s) of the position.

Reporting to the Coordinator, Benefits within the Human Resources department, this is one of three Administrator roles who share in the duties of the Benefits Unit. The incumbent shares in the responsibility for the administration of all University benefits, leave entitlements, and fund allocations. These positions are the first contact with staff for benefits and leave orientation and questions, and retirement planning and requires excellent communication skills, both verbal and written. A high level of confidentiality is a requirement.

These positions require a strong understanding of pension and benefits eligibility; allotments and leave entitlements; and employment standards. They respond to a wide variety of complex questions, concerns and information requests and provide assistance to the Coordinator, Benefits and Manager, Payroll & Benefits, as required.

The work completed is in accordance with AU policies, procedures, collective agreements and adheres to external legislation and regulations including ATIA and POPIA (formerly FOIP), pension plans, benefit carrier contracts, and internal audit requirements. These positions play an integral role ensuring excellence in service within Payroll and Benefits and Human Resources.

Duties and responsibilities

Organize by key responsibility area and include % of time spent where possible.

On-boarding, Orientations & Life Cycle changes

- Ensures employees receive the applicable benefit packages and monitor return of forms; assist employees with completing documents.

- Ensures employees are correctly enrolled in benefits. Create, calculate, input and maintain employee personal data, leave banks and fund allotments in applicable systems.
- Counsels employees on benefit eligibility, plan coverage, and beneficiary/status changes.

Benefit Administration, Reconciliation & Consulting

- Responsible for the creation and maintenance of benefit related documentation to ensure information is kept up-to-date (orientation packages, benefit summaries, HR website).
- Conducts benefit counselling as it relates to eligibility, plan coverages, beneficiary and status changes and terminations, forwarding complex matters to the Coordinator, Benefits.
- Participates in AU New Hire orientation sessions for employees and supervisors.
- Provides administrative support to Coordinator, Employee Health.
- Prepares and validates status changes for accuracy and completeness.
- Reconciles benefit deductions (including arrearage) and prepares remittances for benefit carriers.
- Initiates journal vouchers as required.
- In collaboration with the Coordinator, Benefits, reviews applicable benefit policies, practices and procedures to ensure compliance with provincial and federal legislation, pension plans, benefit carrier guidelines and collective agreements.
- Participates in the Joint Benefits Committee (JBC) by preparing related documentation, agenda items and minute taking.
- Responds to employee queries regarding Professional Development and Discretionary Benefit Funds.
- Advises staff on routine benefit matters, forwarding complex benefit matters to the Coordinator, Benefits.
- Assists the Coordinator, Benefits with the development of educational sessions, tools, and resources that assist employees in better understanding their benefits and participates in educational sessions to assist the coordinator with participant questions and other activities during the sessions.

Pension Administration & Consulting

- Coordinates individual pension counselling as it relates to new participants, transfers, beneficiary and status changes (PSPP/UAPP and RRSP/TFSA), retirements and phased retirements, estimates, prior services, leave of absence costings, and matrimonial property orders, forwarding complex matters to the Coordinator, Benefits.
- Participates in group pension workshops (PSPP/UAPP) as required.
- Assists in the coordination of the annual Retirement/Financial Planning seminar for employees.

- Researches pension information on non-routine inquiries (e.g. grievances, matrimonial property orders and combined pensionable service) and makes recommendations to Coordinator, Benefits.

Allocations & Leave Administration

- Responsible for the bi-weekly/annual calculation of DBF and PD allotments.
- Verifies eligibility for leaves and provide consultation with staff to ensure benefit implications are appropriately considered.
- Conducts counselling on maternity and parental leaves; processing maternity top-up payments in accordance with agreements and policy.
- Ensures leave requests are properly authorized and are in accordance with the appropriate AU policy, collective agreement or employment contract.
- Administers Compassionate Care Leave in accordance with AU policy.
- Compiles statistical analysis and reports of absences as required.
- Verifies Research and Study Leave eligibility and allotment at the request of the employee or prior to executive approving leave applications for the annual process, in accordance with agreements and policies.
- Maintains Research and Study Leave and Special Research and Study Leave listing.
- Manually updates leave banks as required.
- Maintains individual records for time-in-lieu of overtime and follows up with appropriate utilization of banked time based on policy and legislation.

Conclusion of Employment

- Advises employees on conclusion of employment implications including health benefits, conversion privileges, pension packages, vacation balance and final pay processing.
- Concludes employment (change status) in HRIS and applicable pension and benefit systems.
- Reviews and verifies employee conclusion of employment documentation for accuracy and takes appropriate action to clarify discrepancies, ensuring compliance with internal/external reporting requirements.
- Calculates the fair market value on microcomputer equipment purchases through the PD fund.

Reporting

- Manipulate report extracts using excel for data analysis and reporting.
- Uses HRIS or AU developed reports to analyze benefit, pension and leave data; reviews required per pay period, quarterly and annually.
- Maintains a system for monitoring future dated changes.
- Processes AUPE billing information.
- Generates and verifies benefit and leave data as required.
- Generates and verifies AUPE seniority and communicates list annually.

- Maintains and communicates CUPE seniority, reporting monthly and annually.
- Generates report to support staff recognition event and responds to inquiries from employees regarding their next expected milestone.

Other Duties

- Participates in system testing and project work as required.
- Maintains and updates process documentation and procedure manuals.
- Supports Payroll and Benefits team members as needed.
- Participates in Payroll and Benefits Unit meetings.
- Other duties as assigned.

Occupational health and safety

Employees:

Responsible to participate in the AU OHS program as required.

Supervisors:

Responsible for awareness of one's OHS Responsibilities as an AU employee and supervisor, for participating in the AU OHS Program as required, and for ensuring the participation of employees in the AU OHS Program as required.

See: <https://ohs-pubstore.labour.alberta.ca/li008>

Classification factors

Context and complexity

Through the staff orientation process, the incumbent is the first point of contact for employees regarding services and processes; therefore, this position must keep up-to-date regarding critical changes involving benefits, pension and employee health plans. A high level of effective communication is required with the ability to interpret and relay information in a clear manner, both verbal and written.

All work must be performed in accordance with AU policies and procedures, the appropriate collective agreements, benefit contracts, pension plans and adhere to external regulations. As collective agreements, policies and procedures change on an ongoing basis, the incumbent must have the ability to adapt to change and be flexible in the administration of policy and procedure.

The incumbent works in a fast-paced environment with frequent interruptions. The scope of the job duties requires both a high degree of analytical aptitude and discretion as matters dealt with are complicated, confidential, and sensitive in nature. The volume of work is consistently high with additional seasonal duties to incorporate. The incumbent is required to manage time effectively to contend with multiple fixed time constraints and to maintain the productivity expectations.

Service provided by this position is visible to both internal and external stakeholders reflecting directly on the department and AU's overall image. Errors can result in penalties for the University, union grievances and place financial and /or personal burden on employees.

Work problems

With reference to the major responsibilities noted, the key work problems to be solved by the incumbent include:

- Review of documentation and system entry; recognizing discrepancies or deficiencies and taking appropriate action to correct when necessary.
- Volume of workload is consistently high with additional seasonal duties.
- Analysis and interpretation of documentation.
- Application of policy, practice and government legislation.
- Compliance with internal and external reporting requirements.
- Clarify and resolve discrepancies related to benefits administration and reporting.
- Collective agreements, policies, individual employment contracts and procedures change on an ongoing basis; the incumbent must have the ability to consistently and accurately interpret all aspects of benefit administration and how the changes affect employees.
- Leave and benefit allocations are in accordance with collective agreements, policies and practices.
- Complete calculations for benefit allocations, allotments and recoveries.
- The ability to isolate problems with reference to documented procedures along with applying common sense and constructive thought process are valuable trouble shooting characteristics for this position.

Authority

This position is authorized to pursue discrepancies, and is expected to work with staff, supervisors, managers/directors and executive in the resolution of issues. This position uses judgment as to when to appropriately consult the Coordinator, Benefits.

Sound judgment in processing and reporting information is expected. Researching solutions to provide recommendations for non-routine transactions is essential. This position must work independently with output subject to periodic review upon completion.

The incumbent is responsible for preparing and signing routine correspondence for Human Resources.

Errors or missed deadlines often have a serious impact for the employee, the functions of other departments, imposition of penalties and reflect poorly on the image of Human Resources. Inaccuracies can affect one employee or system errors can affect the entire

organization. Providing incorrect information to current and prospective employees has implications which could result in grievances, poor public image, both internally and externally.

Responsible for some training of casual, temporary and permanent staff of similar positions within Human Resources.

Contacts and communications

Internally, this position works closely with members of the Payroll and Benefits Unit and the rest of the Human Resources team and has regular contact with all AU departments, staff supervisors, department heads and executive members. Communication includes advising of policies, procedures, adjustments or corrections, seeking authorizations, resolving a wide variety of daily issues, clarification of documentation or decisions, and answering general benefits inquiries. Requires strong interpersonal skills when dealing with employees on very personal issues relating to their terms and conditions of employment.

Communication involves providing guidance and advice on all matters regarding benefits and abilities management issues.

External contacts include provincial and federal government departments, Union and association contacts; benefit carriers and pension providers with regard to claims administration and information and problem resolution; and Human Resources professional from other institutions.

This position is privy to highly confidential information related to Human Resources functions (including payroll, benefits, personal and medical leaves and labor relations). The incumbent must respect the need for confidentiality in all aspects of duties.

Signatures for section I

Incumbent signature		Date Select a date.
Supervisor signature		Date Select a date.

Section II: Qualifications

Qualifications

Includes education, experience, skills, abilities, and any other special qualifications required. The qualifications relate to the position not the incumbent.

A related 2-year diploma and/or Group Benefits certificate or designation with 3 years benefits administration experience preferably in a unionized environment. An equivalent combination of related education and experience may be considered.

Excellent computer skills including knowledge of Human Resource applications or systems and Microsoft Office applications are essential.

A good understanding of AU benefit plans, policies and procedures with exposure to AU collective agreements considered an asset.

The incumbent should have excellent communication (written and verbal) and interpersonal skills, good analytical skills with the ability to prioritize workload in order to adhere to inflexible timelines and be able to work in a team and independently. Must ensure confidentiality is maintained with all information.

Signatures for sections I and II

Department Head signature		Date Select a date.
Executive Officer signature		Date Select a date.
Human Resources review		Date Select a date.