

Professional Job Position Description

Section I: Position information

Effective date	2025-06-04	<input checked="" type="checkbox"/> Update only	<input type="checkbox"/> Classification review
Position title	Coordinator, Benefits		
Position number	999751		
Classification level	Excluded Professional B		
Position affiliation	<input type="checkbox"/> AUFA <input checked="" type="checkbox"/> Excluded		
Location	Virtual PB		
Department	Human Resources		
Reports to	Manager, Payroll and Benefits (999790)		

Position summary

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

Reporting to the Manager, Payroll and Benefits, the Coordinator, Benefits provides expertise to all stakeholders as it relates to the University's employee leaves, benefits, and pension plans. The incumbent is responsible for leading the Benefits team in the administration, processing and reporting of leaves, benefits and pensions as well as for the development, implementation, maintenance and administration of all processes, policies and procedures of benefits related functions and regulatory requirements. The incumbent contributes to the strategy and planning for payroll and benefits at the department level as well as creates tools and resources related to benefits, pensions, and leave for use across the university.

Duties and responsibilities

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

Coordination and Administration of Benefits, Pensions, and Leaves (70%)

- Provides continual leadership and assistance to the Benefits Unit in the performance of their assigned duties; includes coaching, mentoring and skills development.
- Ensures internal processes and procedures are kept up to date as changes are implemented.
- Ensures benefits, pension enrolments, and leave set ups, along with any adjustments or exceptions are processed accurately and on time.
- Responds to employee queries regarding their benefits, leaves, and pension, and is the escalation point for complex matters brought forward by members of the Benefits Unit.
- Monitors internal and external trends in benefits, costs, and recommends plan design alternatives or strategies to management.
- Compiles benefits analysis and recommendations for collective bargaining.
- Communicates and implements all benefit changes approved through negotiations, to the benefit carriers and ensures all promotional material is up to date.
- Communicates all benefit changes approved through negotiations and the annual renewal process to the Benefits Unit and affected employee groups who would not receive the communication from

their union/association. Implements changes in the HR system and ensures updates of internal documents are completed.

- Generates reports for annual benefit renewals if required.
- Reviews and analyzes claims experience reports (quarterly/annually) received from benefit carriers.
- Liaises with benefit carriers to ensure that service standards are met.
- Authorizes benefit carriers to provide a service, on an exception basis, when appropriate for the employee/situation and documents that exception.
- Supports the Joint Benefits Committee (JBC) through the preparation and distribution of documentation required for the meeting to committee members, in a timely manner prior to the meeting and provides orientation for new committee members.
- Coordinates the annual review of Vacation Leave balances and the approval of carry-over and reports on the output from this activity.
- Provides on-going reporting of Vacation Leave balances to HRCP team to ensure vacation utilization is managed throughout the year.
- Ensures the annual process to reset all leave entitlements is completed in a timely manner.
- Maintains and implements new leave requirements in the HR system, communicates changes to the affected employee groups, and ensures all reference documents are updated.
- Ensures leave usage is reviewed prior to the end of the year and employees in an over usage state are advised, along with their supervisor, of the over usage and options to deal with it.
- Ensure the completion of annual Professional Development (PD) and Discretionary Benefit Fund (DBF) entitlement, bi-annual R&S Leave application and approval process, annual Flex Benefit selection, Health Spending Account (HSA) forfeiture calculation, seniority reporting, benefit premium reimbursement form, return from leave reporting to HRCPs, service pin listing, and other annual processes within the Benefits Unit.
- Works with the Coordinator, Employee Health to ensure health related leaves are recorded appropriately in AU's time and attendance system and that all other affected leave entitlements are maintained appropriately during the health-related leave.
- Works with the Coordinator, Employee Health to ensure changes required to update the employee's status during a health-related absence, such as going onto Short Term Disability (STD), Long Term Disability (LTD), and/or Gradual Return to Work (GRTW), are received and processed in a timely manner.
- Researches changes to pension policy and makes recommendations for change that aligns practice with the strategic objectives of AU.
- Ensures all policies, procedures, and practices are in accordance with the Public Service and Universities Academic pension plans, collective agreements, and legislation.
- Researches pension information on complex inquiries (e.g. grievances).
- Participates in the Pension Benefits Administration User Group (PBAUG) with other Alberta university professionals.
- Ensures buy backs are received by the Pension Administrators, communicated to staff members, and purchased service is processed appropriately and on time, and supports questions regarding buy backs from employees and team members.
- Liaises with Pension Administrators as needed.
- Creates and coordinates educational sessions and develops educational tools and resources that assist employees in better understanding the benefits available to them and how to access them.
- In collaboration with Manager, Payroll and Benefits, researches, develops and implements programs that align with the strategic objectives for the University.

Other Operational Responsibilities (30%)

- Ensures the Benefits Unit has the tools and knowledge required to successfully complete their work. This includes ensuring procedures are up-to-date and shared with the team as well as cross training team members on activities/tasks.
- Provides coverage for Benefits Administrators when they are away or require assistance due to work volume.
- Participates with the HR management team in departmental operational planning as required.
- In collaboration with the Manager, Payroll and Benefits, plays a key role in system updates as well as participates in planning for new system projects, including design, development, testing and implementation.
- Serves as back up for the Manager, Payroll and Benefits as required.

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**Communication**

Excellent oral communication skills are required. The Coordinator, Benefits communicates regularly with employees, directors, managers, executive officers and union representatives.

External contacts may involve communication with benefit agencies, pension plan administrators, and the University's Agent of Record. Communicates with professionals at other post-secondary institutions to obtain and exchange information.

Communication includes interpretation of policies, procedures relating to collective agreement requirements, benefits and employee changes, clarification documents or decisions or other related industry trends for the purpose of addressing and resolving problems. This role is a key resource in assisting with the development and maintenance of policies and procedures that affect benefits, pensions, and leaves.

All information is extremely confidential and often very sensitive.

Supervision

This position is responsible for full supervision of the Benefits Unit within Human Resources.

Impact of service or product

Providing or implementing incorrect information has implications that could result in committing the University to certain courses of action, legal liability, grievances, or poor public relations both internal and external to the University. Errors or omissions could subject the institution to unanticipated costs.

Independence of action

The incumbent exercises judgment in processing and reporting information. This position works independently, escalating items for clarification only where no precedents are set. Analysis, reporting and recommendations are reviewed by Manager, Payroll and Benefits for soundness and conformity to policy.

Complexity

Requires an in-depth knowledge of benefits administration, collective agreements, employment contracts, University's policies and procedures, insurance company policies and procedures, pension plan regulations and procedures, and HR/Payroll system and all aspects of relevant legislation and acts. The Coordinator, Benefits completes varied complex tasks and must exercise consistent judgment and discretion when advising clients as not all situations are routine.

Planning

Work requires in-depth analysis and interpretation to ensure documentation is received and processed in accordance with collective agreements, policies and procedures, and legislation. Analysis and judgment may be required to establish alternate approaches where this is an option. Liaises closely with Manager, Payroll and Benefits and HR staff in the resolution of issues.

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.

Group Benefits Associate (GBA) certification through the Certified Employee Benefit Specialist (CEBS) program, or Payroll Compliance Practitioner (PCP) through the National Payroll Institute; plus 5 years related experience in a wide variety of Payroll, Benefits and Pension functions, and supervisory experience, are required. Experience working in a unionized environment considered

an asset. Client focus, strong communication and organizational abilities, attention to detail, accuracy and follow through are required. The incumbent must be a team player, proactive, and able to effectively lead and facilitate groups towards the achievement of common work goals and deadlines. Strong knowledge of Human Resources Information Systems (HRIS) (i.e. Banner) and online communication technologies is required.

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.