



NOTICE: Effective January 15th the OPS will be posting new job advertisements on the eCareers website daily. New job advertisements will be posted throughout the week, Monday through Friday. Please check the site regularly to see new opportunities available within the OPS.

Please note that the **job alert** function is temporarily unavailable. We are working on correcting the issue, but in the meantime, please check the website regularly for updated job posting details. We will post an updated message on the site when the job alert function is functional again.

Job Specification

Position Title: BENEFITS ASSISTANT
Job Code: OPSEU - Office Administration 10, 10OAD
Job ID: 18604

Purpose of Position:

To assist in the administration of benefits, and special related programs for Government Services and the agencies it supports. To assist in the provision of counseling services to all ministry personnel and its agencies including providing benefits and pension entitlement information to individuals and groups as required.

Duties/Responsibilities:

Provides assistance to the Benefits Advisors in the area of benefits by:

- 1) Providing advice and interpretation of benefit/pension policies, and related changes to legislation and collective agreements to ministry employees, including responding to employee queries as required i.e. CATS. Ensuring employees are responded to verbally and/or in writing in a professional and timely manner.
- 2) quality customer service to clients by keeping up with ongoing changes to policies and/or legislation, collective agreements relating to benefits and pensions.
- 3) Assisting in the preparation and presentation of benefits and pension training sessions and communications to employees and line management, eg. divestments.
- 4) Providing advice to Human Resources Branch staff and designated client group on new/revised benefits, pension and Long Term Income Protection (L.T.I.P.) policies and procedures.
- 5) Assisting in the preparation and presentation of pre-retirement seminars outlining various retirement options, pension entitlements, surplus and termination options.
- 6) Reviewing, counselling and assisting ministry employees in the completion of appropriate documentation for pension boards, insurance carriers relating to retirement.
- 7) Liaising with Pay & Benefits Reps and HR Branch staff to obtain/exchange information concerning retiring employees
- 8) Liaising with pay & benefits reps regarding the preparation of retirement packages and forwarding appropriate information to Ontario Pension Board and OPSEU Pension Trust.
- 9) Conducting research to resolve complex issues. eg an employee insurance claim rejected, need to check sequence of events that may have led to this situation and correct.

Processing claims for Long Term Income Protection (L.T.I.P.) and death benefits by:

- 1) Gathering relevant information and preparing L.T.I.P. package for employees.
- 2) Ensuring processing integrity and accurate timely flow of information.
- 3) Forwarding all appropriate forms to insurance carrier, liaising with insurance carriers relating to L.T.I.P. claims
- 4) Counseling and assisting ministry employees in completion of appropriate L.T.I.P. documentation.
- 5) Liaising with survivors, lawyers and insurance officials regarding benefits issues such as estate entitlements of deceased employees.

Duties & Responsibilities cont.

- 6) Liaising with Pay and Benefits Reps to ensure death benefits and other termination payments are processed in a timely manner

Perform other duties as assigned such as:

- 1) Assisting in the preparation of a variety of statistical reports. eg LTIP, age 65 retirements as well as factor 90 etc.
- 2) Assisting with special projects in the section as required. eg divestments, mass transfers to and from other government bodies.
- 3) Participating on ministry/government committees/special projects in the interpretation review and application of benefits/pension policies.
- 4) Updating benefits materials and handouts to ensure information is accurate and up-to-date.
- 5) In the absence of the benefits advisor, act as ministry representative at various inter-ministry meetings with regards to employee benefits and pension.

Knowledge:

Position requires thorough and detailed knowledge of pension and benefits programs as outlined in the Collective Agreements, Public Service Act, Directives and Guidelines, Pension Acts, Employment Standards Act, and internal ministry policies and procedures. In depth knowledge of LTIP process to ensure quality customer service. Be able to interpret the various Acts, Policies and Guidelines to advise clients of their proper benefit entitlements. The incumbent must be able to counsel and prepare appropriate documentation packages for specific situations eg LTIP, retirement etc. Knowledge of OSS HRTS business performance and quality assurance standards and customer service strategies to assure compliance in the delivery of services. Knowledge of a variety of software including WIN and Corpay in order to be able to research and gather information to resolve issues and respond to client enquires.

Skills:

Work requires excellent oral and written communications skills in order to respond to queries and to prepare and/or present information. Demonstrated ability to exercise tact, diplomacy and good judgement in responding to sensitive issues. Good organizational skills with the ability to work independently. Proficient in MS Office including WORD and EXCEL.

Freedom of Action:

Job requires working within established procedures within Payroll Operations Branch and government policies and procedures

Judgement is used in providing advice and interpreting benefits policies to ministry employees

Judgement is exercised in assessing a situation and providing advice and guidance that is valid, workable and in the circumstances, resolve problems

Judgement is exercised in providing advice to ministry staff in compliance with the Pension Acts, Collective Agreements, ministry policy and procedures.

Job requires prioritizing work to meet deadlines

Ensure processing integrity and accurate flow of information to avoid errors or inaccurate advice or guidance that could result in employee dissatisfaction and employer liability.