



Benefits Administrator - Hourbank

Opportunity

Helping businesses keep a promise to their employees is a great feeling, and that is what we deliver everyday. We are one of the pre-eminent construction industry associations in Canada, and we are looking for great team members who want to feel fantastic about the benefit plan services they provide and the good they do.

For nearly 45 years, the **Independent Contractors and Businesses Association (ICBA)** has been the voice of BC's construction industry. Today, ICBA represents more than 2,300 members and clients, and is one of the leading third-party providers of group health and retirement benefits in BC, the single largest sponsor of trades apprentices in the province, and undertakes public policy research and advocacy.

Summary

As a **Benefits Administrator** for the Construction Industry's Benefit Plan, you will be providing information about benefit coverage (what's covered on the plan, who is eligible for coverage, etc.), helping our clients navigate the hour bank plan on a daily basis. In addition, your duties will include coordinating long term disability claim submissions, and providing instructions to clients on how to fill out paperwork. 25% of this role is spent on the phone, with the remaining portion of your day being spent responding to email inquiries and completing administrative duties.

Responsibilities

- Respond to incoming benefit plan calls and emails
- Process enrolment adds, changes, and terminations.
- Process client remittances, and coordinate client and employee communications
- Coordinate submission of disability claims
- Other administrative tasks as required

Requirements

- Previous benefits administration or payroll experience an asset
- Able to multi-task in our fast-paced environment, with a keen attention to detail
- Ability to effectively present information and respond to questions from clients, covered members, agents and insurance company representatives in a clear, concise and friendly manner.
- Highly productive with excellent keyboarding skills and the ability to meet time sensitive deadlines
- Proficient with MS Office, including Word, Excel and Outlook. Ability to master new software quickly
- Friendly, professional and polite with experience in customer service
- You're solutions-oriented with a strong aptitude with numbers
- Interpersonal skills: team player, tactful, sensitive, flexible, works well with others

Rewards

- We offer a competitive salary, full benefits package, ongoing training and career development opportunities, along with flexible working hours.

How to Apply

- Submit your cover letter and resume to hr@icbabenefits.ca. We thank all applicants for their interest in joining the team; however, only short-listed applicants will be contacted.
- You may address your cover letter to Jenny Ma, office manager.