



Benefits Administrator

Role Description

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 B.C.'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 B.C. and the single largest sponsor of trades apprentices in the province. ICBA undertakes public policy research and advocacy initiatives focused on the construction sector and responsible resource development.

Summary

As a Benefit Administrator for ICBA Benefit Services Ltd., based in our Burnaby, BC head office, you will be responding to inquiries and problem resolutions on a daily basis. In addition, your duties will include providing information about benefit coverage (what's covered on the plan, who is eligible for coverage, etc.), 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

- Answer and Address incoming benefit plan calls and emails
- Process enrolment adds, changes, and terminations.
- Process client remittances
- Coordinate mailouts to clients and their employees
- Establish and maintain relationships with insurance company representatives
- Maintain files of benefits plan history, benefits data, correspondence, reports, and forms
- Submit and follow up on disability claims

Requirements

- Previous group benefits administration or payroll experience an asset
- Strong communication skills (verbal and written), multi-tasking and attention to detail
- Ability to effectively present information and respond to questions from clients, covered members, agents and insurance company representatives
- Highly professional with 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.
- Aptitude with numbers and with data entry
- Interpersonal skills: team player, tactful, sensitive, flexible, works well with others