

Client Operations Coordinator

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 and business 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 2,500 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 **Client Operations Coordinator** for ICBA Benefit Services Ltd., based in our Burnaby, BC head office, you will report to the Manager, Client Operations. This administrative position supports a team of Managers, Benefit Administrators, Underwriters, Account Managers, Brokers, and addresses inquiries and delivers problem resolutions on a daily basis. The candidate must possess both professionalism and a high standard of customer service to execute tasks and projects for internal and external stakeholders.

Responsibilities

- Inter-departmental collaboration and coordination
- Assisting with monthly invoice runs, processing financial payment, etc.
- New group set-up, client communications, and ensuring smooth onboarding of clients
- Data entry including the processing of benefit changes, enrolments, terminations, etc.
- Maintaining files of benefits plan history, benefits data, correspondence, reports and amendments
- Establish and maintain relationships with insurance company representatives and vendors
- Tracking performance metric reporting for leadership
- Reception back up coverage – including a 12-line switchboard, welcoming visitors
- Performing other duties as required

Requirements

- Strong communication skills (verbal and written), multi-tasking and superior attention to detail
- Highly professional and organized with the ability to meet time sensitive deadlines and contribute in critical projects
- Proficient with MS Office, especially strong with Excel and Word; experience with data repositories such as SharePoint an asset
- Ability to master new software quickly and efficiently
- Capable, self-motivated, able to work well alone and as part of a team
- Friendly, professional and polite with experience in customer service



- Aptitude with numbers and with accurate data entry
- Task and project focused
- Ability to document and maintain processes
- Interpersonal skills: team player, tactful, sensitive, flexible, works well with others
- Previous group benefits administration experience is an asset

Rewards

- We offer:
 - A competitive base salary
 - Team Bonus structure
 - Full benefits package
 - RRSP matching
 - Vacation and Flex-time
 - Parking/Transportation allowance
 - We encourage professional development and designations, as well as pursuing learning & development opportunities as part of a growing organization