

Update

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (30 characters)

Current Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

 Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value**Changes Since Last Reviewed**

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

The Benefits Program Assistant reports to the Manager, Benefits Administration and functions as a key support to the Benefit and Pension Policy (BPP) unit by performing complex administrative duties. The incumbent is expected to work with a high degree of independence to fulfill the assigned duties and responsibilities.

The position is responsible for: administering the Paid Up Life Insurance Plan, processing life insurance claims for employee & dependent deaths, AD&D claims, advance payments on life insurance; verifying waiver of premium approvals & terminations; the review of LTDI payment letters; verifying conversion of insurance applications; and employee notification of dependent eligibility for benefits.

Other responsibilities include:

Responding to inquiries and providing information and assistance to departments, employees, retirees, beneficiaries and general public.

Liaising with staff from departments, benefit carriers, actuarial consultants, legal entities and provincial jurisdictions to provide information, and

Processing all invoices related to the benefit plans, in 1GX, as well as internal invoices.

Maintaining records related to benefit plans both digitally and in paper format.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

Support to Benefit and Pension Plans:

Provides consulting services to departments, employees and private sector partners on benefit plans (group life insurance, dental plan and extended medical plan) in relation to the administration of these plans.

Daily

Administers the Paid-Up Life Insurance Plan for retired/terminated employees by handling telephone calls and written inquiries from retirees, beneficiaries, executors, law offices, departments and Canada Life.

Processes life insurance claims for employee & dependent deaths, AD&D claims, advance payments on life insurance, verifying waiver of premium approvals & terminations, verifying conversion of insurance applications and employee notification of dependent eligibility for benefits.

Monthly

Distributes over-age student status communication to employees to verify dependent eligibility under the benefit plans on a monthly basis when dependent children turn 21 or 25. On an annual basis in September, as similar process is used to determine if dependents are enrolling in an accredited educational institute upon the new school year.

Quarterly

On a quarterly basis, prepares the Paid-Up Life Certificates for retired/terminated employees using a complex data base system. This includes reviewing and verifying eligibility for coverage from department applications by using employee data from IMAGIS/1GX, creating individual certificates of insurance, mailing labels and an alphabetical listing through the merging of the database information. Files the applications for future retiree/employee deaths, annual audit and financial statements.

Annually

Prepares audit information for Paid-Up Life insurance Plan as part of the annual audit on the Group Life Insurance Plans. This reconciliation includes comparing our data source to Canada Life information on life claims listing and Paid-Up Life purchases and following up on discrepancies. Match deceased employee's

application to Canada Life letter and report and follow-up on any deficiencies.

Prepares audit information on the waiver approval process and critical illness, as part of the audit of the Group Life Insurance plans and providing audit findings and following-up on any discrepancies.

Ongoing

Administrative, Secretariat support for the various Trusts and Advisory Committees, including related correspondence, schedules and set up meetings. Under the direction of the Secretary to the Trusts, ensures Trustees have the appropriate signing authority, and ensures related invoices are paid through the Trust accounts. Distributes monthly financial and statistical reports to Trustees and Actuary. Assists auditors in locating materials and documents to complete an annual audit of the Trusts.

Files and maintains original Policies of insurance with the benefit carrier for life insurance plans.

Maintain and disperse Dental and Extended Medical LAG reports to the Plan's Actuary (provided monthly by Alberta Blue Cross).

General Office Administration:

Responds to phone and website inquiries.

Manages purchasing, invoicing and tracking payment.

Maintains internal contract directory for Payroll staff and Senior Financial Officers.

Assists in co-ordinating office moves, furniture relocation, computer/phone passwords and orientation of new staff.

Service and maintenance of photocopier and printers.

Problem Solving

Typical problems solved:

This position has both an internal and external focus; general administration and support responsibilities are focused internally on the Benefits area, whereas the benefit program responsibilities are focused externally on APS employees, human resource department staff, payroll staff and third party stakeholders as well as the public.

Ability to communicate with external clients to ensure existing procedures and policies are clear, concise and/or need revisions for streamlining.

Creativity and flexibility is required in developing administrative processes required to meet new and changing unit needs.

Broad familiarity of legislation, policy, procedures, human resource directives, and internal processes and is aware when contact advice or input from other areas is required.

Liaises with benefit plan carriers and Service Alberta Payroll to support problem solving or clarifying administrative matters when problems arise with an employee's benefit plans (example: unique issues on death claims, issues with Alberta Blue Cross cards; follow-up with Canada Life for missing information or clarification).

Types of guidance available for problem solving:

Works with Manager & Benefits and Pension Policy team members, finance, payroll and benefit plan carriers to find answers and solutions to unique problems or issues.

Direct or indirect impacts of decisions:

Decisions impact members, retirees and beneficiaries of the Alberta Public Service as participants in the Group Benefit Plans, Life Insurance Plans and the Public Service Long Term Income Continuance Plans.

Key Relationships

Major stakeholders and purpose of interactions:

Internal - Contacts consist of daily with Manager, Benefits and Pension Policy Team members, Classification & Compensation Policy Leads, Labour Relations Policy Leads, Employee Relations Consultants, Wellness, Health and Safety Leads and Consultants, HR Business Partners, Compensation Service Delivery, Employee Services at Service Alberta, and Administrative Support within the Public Service Commission to effectively provide the ongoing support required to complete daily job functions, problem solving and project.

External

Ministry Human Resource Directors and Senior Financial Officers - distributing benefits information either by email or mail. Receive and respond to phone calls and/or emails.

Ministry Payroll Team Leads and Payroll Community - daily interaction by phone or email in a consulting and/or problem solving capacity; distribution of benefits data for payroll to implement; dissemination of new or revised procedures, information and decisions.

Alberta Blue Cross Head Office - general administration of the benefit plans, policy interpretation, problem solving and administrative procedures pertaining to the Dental Plans and Extended Medical Plans.

Canada Life Head Office and Regional Office - general administration of benefit plans, policy interpretation, problem solving, administrative procedures in relation to the Life Insurance Plans and arranges for invoice payments.

Eckler Consultants and Actuaries (benefits consultants) - distributes financial and statistical reports on all benefit plans, arranges meetings and liaises with their office staff on administration details and arranges invoice payments.

Alberta Pensions Services Corporation - resource for verifying retiree eligibility for the paid-up life insurance certificates.

Legal Offices, Executors and Beneficiaries - provide verbal advice and information about the Paid-up Life Insurance policy and provide them with the correct documentation in order to collect the proceeds of the policy.

Employees and/or General Public - respond to enquiries regarding benefits or the Government of Alberta's benefit plans in general. Problem solving for employees. Respond to ad hoc questions from the public regarding the GoA's benefit plans.

Office of the Auditor General - assist with arranging audit dates and meetings for all Benefit plans; locating documents, files and computer data to complete the audit.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
High School Diploma	Other	Other	

If other, specify:

Three years of related experience, senior administrative experience and/or training.

Job-specific experience, technical competencies, certification and/or training:

The work requires knowledge of the Government's benefit plans and is able to work independently with minimal supervision. Knowledge of employee benefit plans would be an asset as would broad familiarity with the associated legislation, regulations and directives. Attention to detail, accuracy and organizational skills is essential as well as being compassionate and tactful when dealing with beneficiaries/families of deceased retirees/employees. Incumbent must have the ability to communicate well with all levels of staff within the organization, ministries, insurance carriers and the private sector.

- Position requires an in-depth knowledge of administrative policies, procedures and standards.
- Strong knowledge of Microsoft Office including: Word, Excel, Outlook and PowerPoint is required.
- Familiarity with Microsoft Visio and SharePoint is required.
- Strong knowledge and experience with ARTS and 1GX is desired.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Creative Problem Solving	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices 	Looks for ways to improve administrative processes and challenges the way things have always been done. Contributes ideas to solve common problems.
Drive for Results	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations 	<p>Sets goals and prioritizes work.</p> <ul style="list-style-type: none"> -Takes corrective action when required. -Operates consistently with the APS values.
Agility	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, 	<ul style="list-style-type: none"> -Readily help out when required and be open to new and diverse ideas. -Takes advantage to improve services by changing how work is done.

		<p>calm and composed in stressful situations</p> <ul style="list-style-type: none"> • Seeks advice and support to change appropriately • Works creatively within guidelines 	
Build Collaborative Environments	○ ● ○ ○ ○	<p>Facilitates open communication and leverages team skill:</p> <ul style="list-style-type: none"> • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others 	-Contributes positively to the team by actively sharing information, listening and accepting other's differences and points of view.
Develop Networks	○ ● ○ ○ ○	<p>Works on maintaining close relations with all stakeholders:</p> <ul style="list-style-type: none"> • Identifies key stakeholder relationships • Has contact with range of interested parties • Actively incorporates needs of a broader group • Influences others through communication techniques 	-Builds relationships by following through on commitments, demonstrating integrity, respect for others and taking an interest in work issues and activities.
Develop Self and Others	○ ● ○ ○ ○	<p>Seeks out learning and knowledge-sharing opportunities:</p> <ul style="list-style-type: none"> • Reflects on performance and identifies development opportunities • Takes initiative to stay current • Shares with the team even when not asked • Actively coaches and mentors direct reports 	As administrative professional for the unit, it is critical that the incumbent create an environment of learning and sharing expertise. Demonstrating the desire to invest in the development of the long-term capability of self and others is important to ensure program excellence.

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

-015AS01-Senior Secretary

Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

Employee Name

Date yyyy-mm-dd

Employee Signature

Supervisor / Manager Name

Date yyyy-mm-dd

Supervisor / Manager Signature

Director / Executive Director Name

Date yyyy-mm-dd

Director / Executive Director Signature

ADM Name

Date yyyy-mm-dd

ADM Signature

DM Name

Date yyyy-mm-dd

DM Signature