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| **POSITION** | Benefits Specialist |
| **DEPARTMENT**  | Client Services |
| **REPORTS TO** | Manager, Client Services |

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| **Description of Position** |
| Responsible to provide benefits-related services for clients, in direct response to client requests and in support of Johnstone’s Benefits’ value-added service model, and provide direct support to Client Account Management team.  |
| **Responsibilities** |
| * Support services for Client Account Managers including periodic re-marketing, preparing annual renewals, data analysis and reports
* Coordinate client plan changes, review and processing of client policies and amendments; work closely with Benefits Administrator to ensure system changes re: amendments, plan changes, change of carriers, renewals, etc. are complete
* Manage prospects data and proposals as part of the business development initiatives
* Support account management team responsible for high touch client services supporting Johnstone’s Benefits’ services
* Prepare and maintain employee booklets and communications for new and existing clients
* Liaise with employees and retirees, and insurers regarding group benefits and claims enquiries
* Provide conversion support for Client Account Manager
* Maintain internal reports and lists reflecting client services
* Support team and workflow in acting as a resource for peer review
* Manage the set up new clients, includes coordinating group application(s), welcome packages, communicating to insurer(s) and client, etc.
* Manage processes for terminated groups
* Manage disability, life insurance, CI, and AD&D claims and waivers
* Manage data exchanges between Bridge, insurers and other systems as required
* Support team and workflow in acting as a resource for peer review
* Understand employer HR issues as they relate to benefits
* Other duties as required to ensure optimal service levels are experienced by Johnstone’s Benefits clients
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| **Education & Experience** |
| **Required*** Two years of group benefits experience
* Two years of experience with client service, administration and/or communications

**Preferred*** Related courses in group benefits (CEBS or GBA); and interest in further developing knowledge in group benefits
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| **Competencies** |
| * Exceptional customer focus, with the ability to proactively look for alternate solutions
* Dedicated team player, who demonstrates initiative, independence and problem solving
* Excellent interpersonal and communication skills – verbal, written and listening – and the ability to effectively communicate at all employee levels and with insurers
* Strong organizational and time management skills, with the ability to multi-task easily and prioritize to meet deadlines
* Critical thinker, good analytical skills
* Understand life, disability and health care plan designs, and the basics of benefit cost factors and the renewal process
* Good understanding of PC’s and software, with capabilities specific with MS Word, Excel, PowerPoint
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| **Direct Reports** |
| None |