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**BILINGUAL BENEFITS ADMINISTRATIVE OFFICER  
HUMAN RESOURCES DEPARTMENT**

Qualified and interested individuals are invited to submit their application for the bilingual position of Benefits Administrative Officer to work within the Human Resources Department at the National Office of the Canadian Union of Public Employees, located in Ottawa, Ontario.

**GENERAL FUNCTION**

Under the direction of the Assistant Director, Human Resources Department, the Benefits Administrative Officer will lead a team of benefits staff in providing a high level of service in the administration of various employee benefit plans and leave. The incumbent will be responsible for the day-to-day benefit needs of CUPE employees and retirees, and will act as a liaison between employees and plan carriers.

**SUMMARY OF DUTIES**

- Provide advice and assistance on benefits-related issues by researching, analyzing, interpreting, and drafting documents and policies in employee benefits and leave.
- Coordinate and supervise the effective operations of the employee benefits unit; coach, train and provide guidance to benefits and leave administration staff.
- Act as the key liaison with benefit third party providers to ensure that service standards and contract details are adhered to. Work closely with external benefit consultants on financial matters or plan design issues as they arise.
- Manage the benefits process and plan, participate in program review and work with key stakeholders and third-party providers to implement.
- Liaise with management, employees and plan carriers on health and disability claim issues, including accommodation and return to work plans.
- Investigate and resolve complex benefits-related issues that have wide-ranging labour relations and financial implications.
- Participate as subject matter expert in HRIS implementation and upgrades, and responsible for the benefits-related modules; share knowledge with other HRIS users, as requested.
- Provide support to the broader Human Resources team (Staffing, Pension, and EAP) with expertise related to benefit legislation and policy, and administrative best practices.

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**MARK HANCOCK**

National President/Président national

**CANDACE RENNICK**

National Secretary-Treasurer/Secrétaire-trésorière nationale

**PATRICK GLOUTNEY, FRED HAHN, JUDY HENLEY, SHERRY HILLIER, LEE-ANN KALEN**

General Vice-Presidents/Vice-présidences générales

- Research best practices and negotiate through the benefits consultant contract rate renewals or amendments for employee benefit plans.
- Monitor industry trends, analyze and interpret relevant legislation, and identify, evaluate and address irregularities.
- Coordinate regular revisions of the staff and retiree benefit booklets, and update administrative forms as required.
- Prepare regular and ad hoc reports and provide accurate data analysis (financial, census, usage, costing, etc.).
- Perform other duties as assigned.

### **QUALIFICATIONS**

This position requires a self-motivated professional with extensive knowledge and experience in all areas of employee benefits administration. Effective supervisory abilities, a high degree of initiative, and the ability to analyze problems and articulate complex issues are essential. Sound judgment, resourcefulness and flexibility are also key requirements.

The incumbent will also possess:

- Post-secondary degree, preferably in business with a Human Resources or Benefits focus; a Certified Employee Benefits Specialist (CEBS) designation and/or a professional human resources designation, such as CHRP or CHRA, is an asset;
- Minimum of 5 years of recent and related experience in leading and implementing benefits-related plans and projects is required, preferably in a unionized environment;
- In depth knowledge and understanding of benefits policies and programs, including sound knowledge of legislations from all provinces such as employment standards, human rights, workers' compensation, accommodation for disabilities, privacy and employment insurance;
- Exceptional communication, interpersonal and organizational skills;
- Have recent experience in leading and implementing benefits-related projects;
- Strong team spirit and be self-motivated toward process improvement and change management;
- Extensive knowledge of human resources software applications;
- Solid experience using Microsoft Office Suite and demonstrated advanced knowledge of Excel;
- Knowledge of and the ability to work with relevant computer applications, and an ability to learn other software;
- Demonstrated ability to interpret contracts, manuals or policies;
- Commitment to the principles of confidentiality;
- Above average oral and written communication skills in both official languages.

**CONDITIONS OF EMPLOYMENT** as set out in the collective agreement between CUPE and the Confidential Employees Union.

**WEEKLY SALARY RANGE:** \$2,185.62 to \$2,254.81 (plus 7% bilingual bonus)

Persons interested should send their application and updated résumé to the Human Resources Department at [hr@cupe.ca](mailto:hr@cupe.ca).

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As part of its commitment to Employment Equity, CUPE encourages applications from qualified members of the five designated groups: women, Indigenous peoples, persons with disabilities, racialized people and LGBTQ2+ people. Accommodations are available on request for candidates taking part in all aspects of the selection process.