UNIVERSITY OF VICTORIA
CUPE LOCAL 951 POSITION DESCRIPTION

JOB: Clerk PB9

TITLE: Benefits Clerk

DEPARTMENT: Payroll

POSITION NO: 997832

SUPERVISOR: Manager of Payroll

LAST UPDATED: December 2015

SUMMARY:
The Payroll Office processes payroll, administers deductions, issues Records of Employment and prepares T4 tax slips for all employees at the University of Victoria.

The Financial Services portfolio includes the administrative areas of Purchasing, Research Accounting, Payroll, Accounts Receivable, Accounts Payable, Banking, Service Excellence and Financial Services university Strategic Framework initiatives. Financial Services works with, and provides support to all areas of the university community to ensure effective training, controls, compliance and core business policies and processes are met. Financial Services aligns the planning and goals of the portfolio to the Vice President Finance and Operations vision and the University’s strategic framework.

The role requires the use of in-depth knowledge of payroll and benefit systems and processes to ensure compliance of regulatory and collective agreement requirements and accuracy while managing large volume of information and data. The Benefits Clerk monitors and administers employee benefit deductions for all Faculty and staff on a semi-monthly pay basis; prepare monthly reconciliations for prepaid benefits and benefit premium remittance accounts; administer maternity and parental leaves; and investigates process anomalies.

The Benefits Clerk is responsible for providing client service to external and internal users and works closely with the Benefits Office and Pensions Office.

MAJOR RESPONSIBILITIES AND DUTIES:

1. Responsibility:

Monitor and administer fringe benefit deductions for eligible employees pertaining to Medical, Dental, Extended Health, Pension, Group Life and LTD insurance in accordance with campus collective agreements and University policy and procedure.

Duties:

- Process adjustments for changes, leaves, layoffs, commencements, transfers or terminations ensuring correct deduction code is used based on benefit group/category and employee class
- Coordinate with Payroll Appointment Clerks for employee change in benefit status
- Calculate and communicate payment required for employee-paid benefits to employees on leave or layoff; process monthly deposit; exempt any coverage not taken
- Manage incomplete and/or late submission of paperwork
- Monitor benefit status for employees on leave or layoff
- Calculate and refund benefits via manual cheque process for over-remitting amounts
- Maintain appropriate documentation for personnel files to support all benefit related transactions
- Perform data maintenance projects as required
- Other related duties as assigned

2. Responsibility:
Prepare monthly reconciliations for employee-paid benefits and benefit premium remittance accounts.

Duties:
- Perform monthly reconciliation of employee-paid benefits ensuring receivables are kept to a minimum level; investigate and explain outstanding balances; communicate with employees when benefits are at risk of being terminated due to failure to pay
- Investigate discrepancies between benefit deductions taken and coverage reported on carrier billings; communicate billing discrepancies to the Benefits office
- Utilize reporting tools to verify employee data and create reports for departmental use, administrative and reconciliation purposes

3. Responsibility:
Administer maternity and parental leaves for eligible employees.

Duties:
- Enter and monitor leave dates in Banner Pay/HR system
- Perform mathematical calculations based on EI eligibility for top-up amounts
- Prepare paperwork to initiate top-up payment to employee
- Determine and communicate benefit cost share eligibility with employee on leave; exempt any coverage not carried during periods of leave
- Collect and monitor payment of prepaid benefits during dates of employee leave
- Maintain appropriate documentation to support all benefit related transactions

4. Responsibility:
To provide customer support to Faculty, staff and external stakeholders.

Duties:
- Respond to enquiries from Faculty and staff regarding benefit coverage, procedures, adjustments and benefit plan contract regulations.
- Maintain close communication with Benefits office regarding individual changes to benefit coverage
- Liaise with Pensions office for retroactive pension adjustments

REQUIRED QUALIFICATIONS:

Skills:
- Proficiency with computer applications (i.e. MS Office)
- Ability to effectively use interpersonal skills to provide excellent client support and build working relationships
- Demonstrated ability to take responsibility and accountability to ensure high quality of work
- Ability to manage changes in work tasks and effectively work within changed process, structure, requirements.
- Ability to resolve difficult or complicated challenges
- Presents ideas in a clear, concise, organized manner while maintaining composure and tact in difficult and/or emotional situations
- Maintains employee confidentiality and confidence
- Team work-promotes cooperation and commitment within a team to achieve goals and deliverables.
- Helps create a work environment that embraces and appreciates diversity.

**Specialized Knowledge/Education:**
- Completion of Payroll Compliance Practitioner (PCP), and/or completion of recognized accounting or benefits courses toward a certificate or diploma.
- Intermediate to advanced knowledge of Excel.

**Experience:**
Must have a minimum of three (3) years of recent experience in a similar position, preferably in a post-secondary or institutional environment or an equivalent combination of education, training and experience.
Related work experience should include:
- Considerable payroll experience preferably obtained from a large, unionized environment
- Demonstrated in-depth knowledge of Employment Standards regulations
- Hands-on knowledge of general administration and relevant payroll, benefits and accounting best practice, regulations, policies, procedures and systems

Preference will be given to applicants with experience with:
- Experience with Banner HR system highly desirable
- Applied knowledge of campus collective agreements

An equivalent combination of education, experience and/or training may be considered

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