



IDENTIFICATION

Department		Position Title	
Finance		Manager, Benefits Administration	
Position Number	Community	Division/Region	
15-3771	Yellowknife	Financial and Employee Shared Services/Headquarters	

PURPOSE OF THE POSITION

The Manager, Benefits Administration manages the provision of direct benefits administration services to all employees in the Government of the Northwest Territories and provides expert technical advice and support to all six regional service centres. This position provides senior subject matter expert level advice, planning and support to the Assistant Director, FESS, regarding benefits administration, internal business processes and implementation of various benefit related programs.

SCOPE

Located in Yellowknife and reporting to the Assistant Director, Financial and Employee Shared Services (HQ), the position is responsible for the management of Benefits staff in headquarters and North Slave region, with a functional oversight of all benefits functions performed by staff in Regional Offices. The Manager, Benefits Administration is responsible for ensuring the provision of consistent administration of benefits for all GNWT employees in accordance with Federal and Territorial legislation, and a variety of employee terms and conditions of employment.

This position is responsible for ensuring consistent level of service in all financial and employee shared services office for benefits administration by developing and implement detailed procedures and supporting the training of benefits staff.

In addition, the Manager, Benefits Administration provides leadership in Benefits operations regarding pension, insurances and compensation information to a variety of employee types under different employment groups including the Union of Northern Workers (UNW), Excluded employees (Excluded Employees' Handbook), Senior Management (Senior Managers' Handbook), the Northwest Territories Teachers Association (NWTTA), Physicians contracts, Ministers, and Members of the Legislative Assembly (MLA's).



This section is also responsible for providing, interpretation, and information regarding compensation, pension and insurances, and ensuring relevant administration of such to all GNWT employees in all service locations.

The Manager is required to meet criteria and timelines demanded by the Superannuation Administration Manual of the Treasury Board of Public Works and Government Services Canada, as well as the general service standards established across the GNWT, including unique service standards established to meet unusual situations in each client department that requires an alternative standard.

The Manager is directly responsible for administration of benefits for all GNWT employees, the costs for the benefits provided to employees in 2024 was \$140 million.

RESPONSIBILITIES

1. Manages the provision of applicable benefits entitlements to all employees in the Government of the Northwest Territories in a timely and accurate manner, in compliance with service delivery standards.

- Reviews effectiveness and efficiency of benefits activities, and develops and implements appropriate, accurate benefits service delivery standards, policies procedures, and business processes to be used in administration and processing of benefits.
- Monitors relevant staff to ensure the consistent, accurate and timely delivery of benefits administration service to GNWT employees.
- Develops and delivers in-service training for benefit staff in all seven service centers.
- Develops and manages annual reviews/audits of personnel files in all seven service centers to ensure the consistent delivery of benefits administration to all employees.
- Prepares and implements employee development and training plans to ensure that all benefits staff are fully competent and up to date on procedures, processes and policies related to benefits.

2. Provides expert advice, information, and interpretations to management in specialty benefits administration areas including retirements; dismissals; deaths in service; layoffs; long-term leaves such as maternity/parental, educational, and disability, and ultimate removals.

- Provides comprehensive information on pension options in complex situations in accordance with federal legislation, various employment agreements, and GNWT policies and procedures.
- Provides advice to Managers to ensure the consistent and appropriate application of benefits administration related to long term leaves in accordance with federal legislation, various employment agreements, and GNWT policies and procedures.
- Provides advice to Human Resources Branch when negotiating termination agreements on various benefits and pension options based on each scenario.
- Establishes review processes to address the needs of employees on disability or injury on duty leave.



- Ensures the consistent administration of Ultimate Removal entitlements in accordance with federal legislation, GNWT's Financial Administration Manual, various employment agreements and GNWT policies and procedures.

3. Ensure Pension and Insurance Providers receive accurate information as required.

- Ensures that all invoicing, verifications, reconciliations, data research and data amendments for the Public Service Pension Centre are performed accurately and are deadline compliant.
- Works collaboratively with the GNWT Enterprise Resource Planning Systems (ERPS) team to ensure the Human Resource information System (HRIS) correctly enrolls employees into benefit plans and assessing correct premiums.
- Ensures all information contained in the Data Capture Tool is accurate and submitted to the Government of Canada Pension Centre on a biweekly basis as this information is uploaded to the Federal Pension System (Penfax) which in turn is used to calculate employee pension entitlements.
- Ensures all employee and dependent information is accurate and sent to the various providers for administration of the disability insurance, health care plan, dental plan, and life insurance plans.
- Manages and monitors Benefits Administration processes that are run several times during a two-week cycle, which ensures that all government employees are enrolled in pension and insurances as identified in the HRIS.

4. Contributes to development of policies and implementations which ensure that benefit information is part of an overall strategic approach to human resource management.

- Reviews existing policies related to employee benefits entitlements and administration across the GNWT and agencies, and makes update recommendations to the Assistant Director, FESS (HQ).
- Participates in the collective bargaining process with recommendations and revision proposals to the Assistant Director, to ensure clarity and effectiveness around benefit administration.
- Manages the implementation of ratified employment agreements in collaboration with HRIS (PeopleSoft) administrators, with respect to ensuring accuracy of information and requirements of benefits administration are maintained, and any new elements are integrated.
- Develops and approves all benefits implementation work plans for changes required due to collective bargaining and/or changes to legislation.
- Remains current with all aspects of benefits administration, including systems and information platform updates, legalities, and pension and insurances reform.

5. Maintain a positive working relationship with key stakeholders.

- Initiates and maintains contact with Pensions Directorate staff to develop effective communications links.



- Initiates and maintains contact with all other insurance providers for GNWT employee benefits to support any updates or changes to processes or benefit coverage.
- Works closely with the Human Resources Branch to recommend and implement changes to benefits administration upon ratification of new collective agreements, changes to policies or interpretations, and changes to insurance plans.
- Works closely with the Manager, HR Systems to support HRIS efficiency and accuracy, along with training support for staff.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

As the technical authority on GNWT benefits administration, the incumbent will encounter escalated issues on a daily basis. The position is subject to deadlines on a biweekly basis.

The incumbent will be required to travel approximately 4 times a year for approximately 3 to 5 days per occurrence to various regional offices to provide support and training to staff.

KNOWLEDGE, SKILLS AND ABILITIES

- Client service skills.
- Ability to communicate orally and in writing with technical staff, senior managers, colleagues, and employees.
- Human relation skills consistent with the need to manage employees.
- Organizational and time management skills.
- Knowledge of computerized payroll and benefits systems.
- Knowledge of employee benefit administration and insurance including pension plans, disability plans, health insurance plans and life insurance plans.
- Ability to build strong relationships and work directly with people from other communities.
- Ability to interpret and disseminate information from multiple terms of employment.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.



Typically, the above qualifications would be attained by:

Completion of Grade 12, Certified Employee Benefit Specialist (CEBS) certification, and five years of experience as an employee benefits administrator using a payroll and benefits information system such as Peoplesoft (or equivalent), and one year of supervisory experience.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- ☐ No criminal records check required
- ☒ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- ☐ French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

READING COMPREHENSION:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

WRITING SKILLS:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

- ☐ French preferred

Indigenous language: Select language

- ☐ Required
- ☐ Preferred