



JOB DESCRIPTION

We at Kwantlen Polytechnic University respectfully acknowledge that we live, work and study in a region that overlaps with the unceded traditional and ancestral First Nations territories of the Musqueam, Katzie, Semiahmoo, Tsawwassen, Qayqayt, and Kwikwetlem, and with the lands of the Kwantlen First Nation, which gifted its name to this university.

POSITION TITLE: Human Resources Associate, Health and Benefits

DEPARTMENT: Human Resources

DATE CREATED: August 2022

DIVISION/FACULTY: People Services

DATE REVISED: October 2024

ORGANIZATIONAL STRUCTURE

This role reports to the Manager, Health and Wellness.

PRIMARY FUNCTION

The Human Resources Associate, Health and Benefits is responsible for providing prompt, accurate and confidential service and support to employees of the University regarding benefit administration, pension enrollment, and wellness initiatives. This role is responsible for compiling, documenting, entering, and updating employee and job information in the HRIS. The role provides information, advice and guidance to employees regarding relevant collective agreements and policies related to health & benefit matters.

KEY RESPONSIBILITIES

1. Responds to new hire queries in regards to benefit eligibility and entitlement by providing direction and guidance on collective agreement interpretations, conditions of employment and policies of the University. Refers matters of a complex nature to the appropriate member of the Health and Benefits team.
2. Processes employee information such as benefit and pension enrollments, leaves, benefit changes, terminations, and status changes. Responsibilities include reviewing employee data and researching policy or collective agreements, providing information to employee and/or Managers regarding process and implications of change, performing calculations, liaising with payroll, completing documentation and keying information into HRIS and other related databases based on procedures.
3. Receives employee transaction information from departments and ensures correctness of information. Ensures adherence to collective agreement is exercised with information provided on the employee transaction form; monitors out-of-ordinary situations and follows up with appropriate parties.
4. Prepares various health and benefits related correspondences to employees, including, but not limited to, confirmations of benefit and pension entitlements and adjustments.
5. Maintains employee files for all employees ensuring that files include relevant and necessary documentation and are kept confidential and in line with privacy protocol.



6. Answers questions and provides information to new employees in support of the timely and accurate completion of benefit and pension enrollment forms and other indoctrination documentation.
7. Administers group benefit programs in accordance with collective agreement provisions and terms and conditions of employment through methods such as responding to employee enquires regarding enrolment, changes and terminations, investigating problems with respect to coverage and making necessary adjustments, liaising with Payroll & Benefits, plan/carriers, and the People Relations team.
8. Completes, maintains, and validates various health and benefit related reports for data file submissions, tracking, and audits.
9. Creates, maintains and updates benefit and pension documents, resources and online tools on KPU's online internal website.
10. Performs scheduled and adhoc reports from HRIS to perform data checks to ensure data integrity and when statistical information is requested from clients, performs reports for Unions, management and departments.
11. Maintains and updates the Health and Benefits procedures and process documents.
12. Assists the HRIS Administrator with maintenance of HRIS/Payroll system in support of Human Resource Services administration such as changes to the Collective Agreement and special projects.
13. Assists the Manager with organizing and delivering various benefit related training sessions and wellness events for the KPU community.
14. Establishes a high personal standard of service and performance by actively participating in other duties as assigned, education seminars, training programs, etc.
15. Contributes to and promotes a safe, equitable, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.

QUALIFICATIONS

EDUCATION & EXPERIENCE

- Diploma in Business Administration or related field of study;
- A minimum of two years' related experience, preferably within a unionized environment;
- Or an equivalent combination of education, training and experience.

KNOWLEDGE, SKILLS and ABILITIES

- Demonstrated working knowledge of complex Human Resources/Payroll systems such as Banner, PeopleSoft and SAP.
- Demonstrated working knowledge Microsoft Office.
- Experience handling HR processes and issues related to benefits, onboarding, and employee relations.



- Proven ability to adapt to changes in the work environment, manage competing demands and to deal with change, delays or unexpected events, keeping constant sight of the overall objectives couple with strong organizational skills.
- Demonstrated aptitude for exacting and precise work, including ability to perform arithmetic calculations accurately.
- Experience identifying and resolving problems in a timely manner and gathering and analyzing information skillfully.
- Experience presenting data and information in a concise, clear and meaningful manner to individuals and small groups.
- Demonstrated ability to work independently, take initiative and overcome obstacles.
- Proven ability to recognize and maintain highest levels of confidentiality.
- Ability to maintain poise and professionalism in all types of situations.
- Ability to travel between campuses is required.

COMPETENCIES

- **People First:** KPU employees involve, appreciate, value and respect the KPU community members they serve (i.e., students, employees, external key parties, etc.) creating a culture of high engagement and performance.
- **Accountability:** KPU employees demonstrate fiscal accountability and take ownership for their actions, decisions and results.
- **Continuous Improvement:** KPU employees take a creative approach to opportunities, exploring unique ways to create optimal value for the KPU community.
- **Collaboration:** KPU employees work in functional and cross-functional teams, coming together to solve complex issues and accomplish objectives that will benefit the KPU community.