

Position:	Employee Benefits Coordinator	Branch:	Windsor
Department:	Group Benefits	Status:	Full Time or Part Time
Reports To:	Manager, Employee Benefits	Direct Reports:	None

Primary Role Responsibilities and Accountabilities:

The Employee Benefits Coordinator will support the Employee Benefits (EB) Team in meeting service levels through the timely & professional response to clients; production and/or review of client facing emails or documents and; updating of client requirements or information.

Major Responsibilities:

1. Accurate & timely responses to clients, markets & colleagues through the efficient use of Microsoft Office and CRM systems following a specified workflow.
2. Assistance as required in the support of inbound / outbound notifications and communication to/from the Employee Benefits Team. Provide collaboration and support in a team environment.
3. Maintain client enrolment data including additions, deletions, and changes as well as reconcile monthly premium statements.
4. Update client contact information as required.
5. Accurate processing, scanning and/or forwarding of electronic files.
6. Review and notification of Group Benefits developments as directed by Employee Benefits Team to clients.
7. Perform other specific duties and projects as assigned.

Minimum Qualifications:

1. Fully bilingual in English & Arabic. Strong written and verbal communication in both languages is required.
2. Post-secondary education in administration or health care related field.
3. Excellent analytical, organizational skills and ability to work with hard deadlines.
4. Exceptional attention to detail and accuracy.
5. Proficient in the use of MS Office software with advanced use of Excel.
6. Demonstrates a good understanding of effective communication and listening skills.
7. Demonstrates a willingness to learn and try new techniques, tools and technology to make processes as efficient as possible.
8. Able to take direction, as well as offer innovative changes to modernize processes.
9. Working knowledge of Group & Employee Benefits Plans would be an asset.
10. Experienced in a fast-paced, multi-task office environment with the ability to manage several tasks concurrently with timely, professional follow up.
11. Strong written & verbal communication skills is required.
12. LLQP license an asset and/or demonstrated willingness for personal & professional development

Qualified candidates are encouraged to apply by submitting your cover letter and resume to careers@pblinsurance.com quoting job #**W17-07**

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