



Employment Opportunity

3sHealth

OOS

Applicants selected for interviews will be contacted

Benefit Services Officer

Posting #:	GO-00612027
Position #:	100226
Posted Date:	November 18, 2020 17:00 CST
Closing Date:	December 02, 2020 23:59 CST
Type:	Temporary Full Time
City/Town:	Regina
Facility:	3sHealth
Department:	Employee Benefits
Expected Start Date:	January 04, 2021
Expected Up To Date:	December 31, 2021
FTE:	1.0
Shift Information:	
Hours of Work:	37.50 hours per 1 week rotation
Salary or Pay Band:	Salary and benefits as per terms and conditions of employment
Number of Positions:	1

3sHealth delivers innovative change and provides province-wide shared services to support Saskatchewan's health system. Working together with our health system partners, we find innovative solutions to complex problems so that health care will be sustainable for future generations. We place patients and their families at the centre of all that we do, working with our partners to improve quality and ensure patient safety. 3sHealth provides payroll and scheduling, employee benefits, dictation and transcription, linen, provincial contracting, and transformational services to the Saskatchewan health system.

Job Summary:

The Benefit Services Officer is responsible for providing world class customer service and support to plan members and participating Employers by handling inquiries regarding the insurance and benefit programs 3sHealth provides. Working in a fast-paced environment, the Officer assesses customer needs, responds in real-time with accurate and concise information and records the details of each customer interaction.

The Benefit Services Officer responds to a high volume of inquiries through, telephone, email, and live chat by interpreting complex benefit plan policies and procedures. The Benefit Services Officer is an expert with thorough working knowledge of eligibility rules, disability claims, life insurance claims, retirement options and the insurance contract provisions of each of the Employee Benefit Plan Trusts, including, the group life insurance plan, dental and extended health care plans, disability income plans, flexible spending plan, and the retiree health and dental plan.

Experience:

One to three years' experience related to Benefits Administration or Human Resources; or an equivalent combination of education and experience.

Qualifications:

Required Qualifications

- Undergraduate degree or diploma or equivalent combination of education and experience

Knowledge, Skills & Abilities

- Ability to acquire and maintain a comprehensive knowledge of all Employee Benefits plan provisions and operating procedures, and become a knowledgeable and productive user of various member databases
- Ability to identify root cause of issues and develop/recommend solutions.
- Ability to manage conflict in real time and focus on problem solving.
- Ability to manage time and set personal goals and priorities to achieve department results.
- Ability to understand customer needs and identify improvement opportunities
- Ability to work efficiently and effectively as part of a cross functional team.
- Advanced knowledge of MS Office Suite and related software, including SharePoint
- Basic knowledge of mathematical concepts and applications used in the financial industry
- Commitment to client service, teamwork and collaboration.
- Excellent written and verbal communication skills, and high attention to detail

Other Information

- Certification as an Employee Benefits Specialist would be considered an asset
- Knowledge of lean processes would be considered an asset

Additional Text:

To be considered for this position, all applicants must submit a cover letter and resume.

Prior to commencing employment with 3sHealth, the selected candidate will be required to complete a criminal record check.