Alberta School Employee Benefit Plan

Benefits Specialist
Full Time Permanent Competition #10-08

Position Summary

The Benefits Specialist is instrumental in providing information to our covered members about our benefit programs and available services. This information builds the knowledge of our covered members which enables them to make informed decisions regarding their benefit plan options and health concerns. Using strong assessment skills, the incumbent identifies the needs of our covered members and makes referrals to the appropriate internal and external resources. Excellent problem solving and communication skills, and a demonstrated ability to investigate health-related issues and provide suitable alternatives are requirements for this role.

Your Key Responsibilities

- Provide health and benefit information and guidance to customers in order to help them identify, understand and make informed decisions regarding their benefit coverage, plan options and their health and wellness needs.
- Analyze information and refer complex health issues to internal or external resources.
- Ensure the integrity of information, including identified issues and trends.

Your Education & Experience

- A minimum of three years experience assisting customers in a benefits environment.
- Strong computer skills in Microsoft Office and a familiarity with customer relationship management software.
- Completion of a two-year technical or college certificate in Group Benefits, Insurance and Risk Management, or in a Human Resources related field would be preferred.

Your Abilities

- Proficient knowledge about group benefits and third party administration.
- Ability to anticipate, identify and understand customer needs, and recognize when a referral to additional resources is necessary.
- Exceptional customer service focus.
- Ability to effectively and comfortably explore difficult and complex issues and provide information, alternative or suggestions.
- Strong keyboarding skills.
- Good decision making and problem solving skills.
- Ability to work well in a multi-task environment.

If you have the required qualifications and would like to become a member of our team, please submit your resume, quoting competition number #10-08, to:

Human Resource Services
Alberta School Employee Benefit Plan
Suite 700 Weber Centre
5555 Calgary Trail, Edmonton AB T6H 5P9
Email: hr@asebp.ab.ca
Fax: 780-432-2577

No phone calls please. We thank all interested individuals, but only those candidates being considered for an interview will be contacted. ASEBP is an equal opportunity employer.

About Alberta School Employee Benefit Plan

The Alberta School Employee Benefit Plan (ASEBP) is a health and welfare trust governed by ten Trustees, five of whom are appointed by the Alberta School Boards Association and five of whom are appointed by the Alberta Teachers' Association. ASEBP promotes programs that sustain healthy lifestyles and workplaces for nearly 55,000 covered members in almost 60 school jurisdictions across Alberta. Innovative initiatives such as the Healthy Living Program are coordinated to positively influence the healthy decisions covered members make. These programs compliment the comprehensive benefit coverage ASEBP offers to covered members.

Working for ASEBP is about more than supplying great benefits. ASEBP offers:

- a team-focused culture that supports people and performance
- competitive compensation that goes far beyond a paycheque
- an exciting chance to make an impact in the lives of Alberta's school employees.
- advancement opportunities in a stable, growing organization