

# Senior Associate, Group Benefits



## Kleinburg | ON Reporting to: Director, Human Resources and Client Management

### POSITION OVERVIEW

ProBenefits is hiring a **Senior Associate, Group Benefits** for our Kleinburg location. If you are a positive and results-driven individual who excels at providing superior client service and support, we invite you to join our team. You will have a proven track record of strengthening existing relationships and providing high touch, high quality customer service in a fast-paced environment. The role builds and maintains strong relationships with plan sponsors, provides them with education and guidance on eligibility requirements and administration of group benefit plans.

### RESPONSIBILITIES:

- Field incoming client calls and 'quarterbacking' issues accordingly, pulling in other company resources when necessary.
- Manage the client benefit renewal process – assisting in the development and implementation of procedures and templates to facilitate a smooth renewal process.
- Assist in RFQ requests – preparing info to be sent to insurance providers, follow-up and management of RFQ process
- Ensure new implementations process runs smoothly
- Process all amendments and ensure all documentation is up to date and processed
- Available to attend client meetings when necessary
- Assist in plan administrator training
- Conduct member education sessions
- Deliver outstanding customer service in a professional manner to assist client's decision-making process
- Business/Client Relations: developing and implementing business/client processes, ensuring processes are implemented and followed (service model, renewal process, etc.).
- Proactively share knowledge and best practices to ensure team objectives are met

### REQUIREMENTS:

- Successful completion of post-secondary education; or an equivalent combination of relevant experience and/or education
- 5 years of previous experience with Group Benefits, Completion of GBA, an asset
- Pension service experience an asset
- Responds with a high level of accuracy, demonstrating sound problem solving skills, excellent written communication skills, and ensuring service levels are met
- Ability to work in a team environment to consistently provide superior client service
- Requires excellent communication
- Must have strong organizational, problem solving, and analytical skills
- Senior level experience with MS office to create spreadsheets and develop client presentations
- Confidence and ability using technology to quickly learn and build on current systems
- Effective time management skills to lead multiple projects and monitor re-occurring activities
- A self starter who takes the initiative to find solutions to business challenges

Qualified candidates are invited to email their resume and cover letter to: [tparise@probenefits.ca](mailto:tparise@probenefits.ca)

*We are committed to providing accommodation upon request for applicants and employees with disabilities.  
If you require accommodation, we will work with you to meet your needs.*