



Student Association of George Brown College

Job Title:	Health Benefits Support Staff	Job Category:	Support Staff
Location:	Casa Loma, St. James and Waterfront Campus	Travel Required:	Yes
Level/Salary Range:	\$15.00/hr (up to 20 hours per week)	Position Type:	Temporary – Part-time
Reports to:	Sr. Coordinator Member Services	Start & End Date:	August 2019 – April 30, 2020
Will Train Applicant(s):	Yes	Posting Expires:	Monday, June 13, 2019: 11:59PM

How to Apply:

E-mail: humanresources@sagbc.ca

Attention: HR Department

Subject Line: <your name>: Health Benefits Support Staff Application

** please attach your Cover Letter and Resume in a PDF version

Job Overview:

Job Description:

As Health Benefits support staff, you will provide front-line services to students, college personnel and external guests calling and visiting our benefits office. On the phone and in person, you will provide superior customer service while responding to benefits inquiries, greeting visitors, providing referrals, giving directions, answering benefits questions and disseminating benefits policy. You will also provide administrative support to full-time staff by undertaking tasks such as typing, data entry, faxing, photocopying, assembling packages, placing documents in the database.

GENERAL RESPONSIBILITIES:

- Provide superior customer service in person and on the phone to all individuals who call or visit the Benefits offices;
- Answer questions, assist with inquiries, provide service related health benefits program;
- Provide information on the health benefit program and support students to easily access their plan
- Provide referrals to Health Benefits provider and Student Assistant Program
- Maintain the benefits office space in a tidy, organized and welcoming fashion;
- Support the full staff by assisting with projects and tasks;
- Maintain the filing system and office supplies in a tidy and organized fashion;
- Cooperate and share information with fellow Health Benefits program staff to ensure consistency of service between offices.

REQUIRED:

- Organized with excellent written and verbal communication skills;
- Proficiency in MS Word, Excel and Outlook;
- Comfortable working independently and in a team environment;



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REQUIREMENTS (Continued):

- You are a great people person who builds solid, cooperative relationships, and is comfortable with and versed in issues of diversity in the student population.
- Time and attention are constantly in demand, requiring patience, time management, planning and a friendly, professional attitude at all times.
- Open to all qualified applicants. Current full-time George Brown College student, enrolled in the 2019-2020 Academic year, and or recent Graduate/ Alumni of George Brown College (no more than 1 year) an asset.

Mission Statement:

We are the students of George Brown College committed to supporting each other in the struggle for student rights, the pursuit of quality education and the provision of services in a safe, accessible and equitable environment.

Commitment to Equity:

The Student Association is an equal opportunity employer and welcomes candidates from among those groups of individuals that are traditionally underrepresented to apply.