

JOB PROFILE



Administrative Assistant

BCCA Employee Benefit Trust provides innovative employee benefits solutions to companies of all sizes through consultation on their unique needs and is passionate about supporting companies to attract, retain and protect their employees. This is a client-focused organization that promises and delivers responsive, helpful, and ethical service

We are seeking a highly motivated and fantastically organized Administrative Assistant for a wonderful full-time opportunity! This position offers a variety of interesting tasks and opportunities for continuous learning and development.

Position Summary

Working collaboratively in a team environment, this position will support the Client Services (CS) Team. Working independently, as part of a high-functioning team, the role is ideal for a highly self-motivated professional as the work is varied between clerical administrative work and supporting the CS Team in Group Benefits.

The ideal candidate will have exceptional attention to detail and exceptional communication and interpersonal skills. Candidates must be willing to learn so they can swiftly grasp departmental corporate procedures and practices. Advanced multi-tasking skills will also be key to juggling competing priorities.

Reports to: Client Services Manager

Alignment with our Mission, Vision and Values

- **Mission Statement**

We anticipate our members' health and wellness needs and provide a robust employee benefits plan that exceeds their expectations and protects them from life's uncertainties.

- **Vision Statement**

The long-term well-being of our plan members is protected and enhanced through their relationships with the Trust.

- **Our Values** - Consistent, Innovative, Needs-focused, Team

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Responsibilities and Expectations

- Provide full administrative support to the CS Manager & CS Team
- Proactively anticipate the needs of the CS Team and take initiative and action when required
- Take on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm
- Complete new group, amendment and late application process and assist with monthly invoice run
- Create benefit summaries and prepare benefit kits for new groups and their employees
- Assist the coordination of in person and virtual meetings and attend and contribute to meetings as required
- Receive, direct, and redirect communications and manage various issues as they arise
- Draft and prepare correspondence, documents and presentations
- Implement processes and organizational systems to optimize, follow up the information flow
- Work cooperatively with others across the organization to achieve shared objectives
- Communicate effectively in a variety of communication settings: one-on-one, small and large groups, diverse groups, etc.,
- Adjust communication style to fit the audience and the message
- Provide timely and helpful information to the CS Team
- Undertake other related duties as required by the CS Manager

Required Skills & Competencies

- Proven ability to proactively anticipate needs
- Demonstrated ability to work with minimal direction, taking initiative where appropriate
- Ability to handle confidential information with discretion
- Exceptional organizational, problem-solving and planning skills
- Strong attention to detail and attentively listens to others
- Knowledge of office practices, procedures and standard protocols
- Strong client service skills
- Ability to work effectively under pressure with time constraints with the ability to maintain composure and professionalism in all business situations
- Ability to collaborate in a team environment

Ideal Education & Experience

- Completion of Grade 12 and relevant post-secondary courses in business or administration; or an equivalent combination of training and experience
- Intermediate computer proficiency (MS Word, Excel, PowerPoint and Outlook and Adobe (PDF))
- Experience in the health benefits/group insurance field is an asset

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Working Conditions

We highly value work life balance and believe it contributes to our mental well being. At the present time, our office and this particular role will work both from home and from the office. As we navigate through this uncertain future, this could change.

We have a number of COVID-19 safety measures in place. This includes a requirement for all new employees to provide proof of full vaccination, prior to their first day of work or the start of their employment.

What We Offer

You will find an open, respectful and cheerful work environment including benefits and perks. We offer a competitive salary, benefits package, patio pass, RRSP Match just to name a few. We are a supportive extended team and foster growth in our team members.

How to Apply

If your values are aligned with ours and you're eager for the opportunity to contribute to the growth of our organization, please apply with resume and cover letter to: careers@jouta.com by May 11, 2022 at 5:00 pm PST. We thank all applicants for their interest and only those who are shortlisted will be contacted.