

# JOB PROFILE



## Benefits Consultant

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### General Description

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As a key role in strengthening the Trust's membership, this individual works collaboratively in a team environment but also enjoys working independently. You are a highly motivated professional energized to identify new solutions to unique challenges. By nurturing the client relationship life cycle starting with the onboarding of new groups, you exemplify the Trust's values and consulting service model. Through this process you work to meet the evolving needs of clients.

**Reports to:** Vice President

**Supervises:** n/a

### Core Competencies

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*Alignment with our Mission, Vision & Values*

- **Our Mission** - To be an innovative provider of employee benefits to a growing and dynamic community of discernible members.
- **Our Vision** - The Employee Benefit Program is dedicated to providing consistent and exceptional customer service. Our business has a loyal following of long-standing members that have been with the Program for countless years. Its innovative, efficient and needs-focused approach to serving the members defines its unparalleled success in an industry that's ever growing, ever changing. We act always with our clients at the forefront and do what is honest, reasonable and trustworthy.
- **Our Values** - Consistency, Loyalty, Innovation, Efficiency, Needs-focused, Trust

### Responsibilities and Expectations

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#### Relationship Management

- Develop and build strong working relationships with current clients
- Maintain and build strong relationships with Regional Construction Association offices
- Develop and foster strong working relationships with intermediary partners and providers (brokers/consultants/insurers)

#### BCCA EBT Profile

- Attend Regional Construction Association events to reinforce EBT presence as the VICA/VRCA/NRCA/SICA employee benefit plan
- Work with the Communications and Marketing team to re-engineer communications language in order to better articulate BCCA EBT philosophy and address evolving client needs
- Participate in and execute the organization's retention targets

#### Client Consulting

- Coordinate the collection of data to produce comprehensive and thoughtful plan design alternatives
- Perform needs and financial analysis in order to provide value-added service and successful presentation of proposed plan changes
- Participate in annual renewal process and presentation to clients
- Problem solve escalated issues to a win-win solution
- Stay up to date on benefit related issues and industry trends by participating in educational opportunities

## Required Skills & Competencies

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- Solid knowledge of the benefits industry
- Customer focused with exceptional customer service skills
- Strong problem-solving skills
- Strongly team oriented with the willingness/ability to collaborate and participate in sharing ideas
- Strong organizational skills and attention to detail
- Strong written and verbal communication, and administrative writing skills
- Demonstrate professionalism in the workplace including being accountable, and acting with honesty and integrity
- Proven ability to maintain composure and professionalism in all business situations
- A positive, 'roll up your sleeves, think outside the box, no job is too big or too small' attitude

## Ideal Education & Experience

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- Minimum 3-5 years of related industry experience
- CEBS courses
- University degree or college diploma with sales and/or communications emphasis
- LLQP or working towards LLQP

## Objectives & Success Indicators

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- *Consistency*- strive for and maintain excellence in client relations through outstanding communication, organizational and problem-solving skills
- *Loyalty*- positively promote our organization through dedicated partnership with existing and prospective clients
- *Innovation*- be a champion of positive change and flexibility in the work that you do; continuously look for innovative ways to improve client relations
- *Efficiency* – apply the principles of personal responsibility and accountability to your work and set an example of excellence for colleagues and clients
- *Needs-focused*- communicate and collaborate with colleagues and clients; offer mentorship, assistance and support in any way you can to ensure the highest level of service, community spirit and wellness
- *Trust*- demonstrate confidence and integrity in your dedication/ability to be accountable for decisions that have organizational impact