JOB DESCRIPTION

We at Kwantlen Polytechnic University respectfully acknowledge that we live, work and study in a region that overlaps with the unceded traditional and ancestral First Nations territories of the Musqueam, Katzie, Semiahmoo, Tsawwassen, Qayqayt, and Kwikwetlem, and with the lands of the Kwantlen First Nation, which gifted its name to this university.

POSITION TITLE: Health and Wellness Coordinator

DEPARTMENT: Human Resources **DATE CREATED:** August 2022

DIVISION/FACULTY: People Services **DATE REVISED:** May 2025

ORGANIZATIONAL STRUCTURE

This role reports to the Manager, Health and Wellness.

PRIMARY FUNCTION

The Health and Wellness Coordinator is responsible for providing service and support to employees of the University regarding benefit administration, pension enrollment, and wellness initiatives. This role is responsible for compiling, documenting, entering, and updating employee and job information in the HRIS. The Health and Wellness Coordinator provides advice and guidance on benefits, pension, human resources policies & procedures, collective agreements, and Administrative Terms and Conditions related to health, benefit and wellness matters. This role works closely with management, employees, and a wide range of internal and external partners in the delivery of programs and services.

KEY RESPONSIBILITIES

1. Administers group benefit programs in accordance with collective agreement provisions and terms and conditions of employment, investigating problems with respect to coverage and making necessary adjustments, liaising with policy carriers, Payroll, HRIS, and the People Relations team.
2. Responds to queries in regards to benefit eligibility and entitlement by providing direction and guidance on collective agreement interpretations, conditions of employment and policies of the University. Refers matters of a complex nature to the appropriate member of the Health and Wellness team.
3. Processes employee information such as benefit and pension enrollments, leaves, benefit changes, terminations, and status changes. Responsibilities include reviewing employee data and researching policy or collective agreements, providing information to employee and/or Managers regarding process and implications of change, performing calculations, , completing documentation and keying information into HRIS and other related databases based on procedures.
4. Prepares various health and wellness related correspondences to employees, including, but not limited to, university health and wellness updates, confirmations of benefit and pension entitlements, overpayments and benefit adjustments.

5. Maintains employee files for all employees ensuring that files include relevant and necessary documentation and are kept confidential and in line with privacy protocol.
6. Develops, maintains and updates benefit and pension documents, process and procedures documents, resources and online tools on KPU's online internal website. Ensures online resources and forms are maintained in alignment with collective agreement provisions, terms and conditions of employment, and external policies.
7. Reviews scheduled and adhoc reports from HRIS to perform data checks to ensure data integrity and when statistical information is requested from clients, performs reports for Unions, management and departments.
8. Collaborates with HRIS and payroll in updating and processing benefit rate information, plan design changes, and employee data in HR systems (e.g. Banner) as a result of changes to collective agreements, terms and conditions of employment, and special projects.
9. Develops, organizes and delivers various health and wellness related training sessions to foster employee understanding of various eligibilities and entitlements. Engages support of external service providers as needed.
10. Coordinates in-person and online wellness initiatives including organizing logistics, tracking registrants, preparing and distributing materials, liaising with external providers and consulting with internal parties, not limited to, ODEX, Procurement, Risk & Security, Privacy, Facilities, IT and Legal.
11. Participates in wellness related committees, providing support and recommendations based on results from utilization and statistical reports, feedback, and surveys.
12. Reviews and analyzes the quarterly and annual utilization and statistical reports received from benefit and EFAP carriers and makes recommendations to the Manager, Health and Wellness regarding opportunities for improved processes and practices.
13. Reviews, researches, recommends and implements changes to human resource policies and procedures, standards and protocols, wellness offerings and processes related to health & benefits administration with a keen eye to continuous process improvement, and innovation.
14. Establishes a high personal standard of service and performance by actively participating in other duties as assigned, education seminars, training programs, etc.
15. Contributes to and promotes a safe, equitable, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.

QUALIFICATIONS

EDUCATION & EXPERIENCE

- Bachelor's degree in Human Resources Management, or a related field;
- Certified Employee Benefits Specialist (CEBS) and Certified Professional in Human Resources (CPHR) are considered an asset;
- A minimum of two years' related experience, preferably within a unionized environment;
- Or an equivalent combination of education, training and experience.

KNOWLEDGE, SKILLS and ABILITIES

- Demonstrated working knowledge of complex Human Resources/Payroll systems such as Banner, PeopleSoft and SAP.
- Demonstrated working knowledge Microsoft Office.
- Experience handling HR processes and issues related to benefits, onboarding, and employee relations.
- Proven ability to adapt to changes in the work environment, manage competing demands and to deal with change, delays or unexpected events, keeping constant sight of the overall objectives couple with strong organizational skills.
- Demonstrated aptitude for exacting and precise work, including ability to perform arithmetic calculations accurately.
- Experience identifying and resolving problems in a timely manner and gathering and analyzing information skillfully.
- Experience presenting data and information in a concise, clear and meaningful manner to individuals and small groups.
- Demonstrated ability to work independently, take initiative and overcome obstacles.
- Proven ability to recognize and maintain highest levels of confidentiality.
- Ability to maintain poise and professionalism in all types of situations.
- Ability to travel between campuses is required.

COMPETENCIES

- **People First:** KPU employees involve, appreciate, value and respect the KPU community members they serve (i.e., students, employees, external key parties, etc.) creating a culture of high engagement and performance.
- **Accountability:** KPU employees demonstrate fiscal accountability and take ownership for their actions, decisions and results.
- **Continuous Improvement:** KPU employees take a creative approach to opportunities, exploring unique ways to create optimal value for the KPU community.
- **Collaboration:** KPU employees work in functional and cross-functional teams, coming together to solve complex issues and accomplish objectives that will benefit the KPU community.