



Student Association of George Brown College

Job Title:	Health Benefits Support Staff	Job Category:	Support Staff
Department/Group:	Health Benefits Program	Will Train:	Yes
Location:	GBC campuses: various remote work where applicable	Travel Required:	Yes
Level/Salary Range:	\$15.00/hr (up to 20 hours per week)	Position Type:	Temporary - Part-Time
Reports to:	Senior Coordinator, Health Benefits	Start & End Date:	August 23, 2022 -April 30, 2023
Number of Vacancies:	*multiple positions available (2)	Posting Expires:	May 29, 2022 11:59pm

How to Apply:

Submit cover letter and résumé to: [hiring@sagbc.ca](mailto: hiring@sagbc.ca)

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

Job Overview:

The Student Association, and SA health benefits has so many features and a lot to offer – you could be the person that helps students understand, access, and use it, while feeling supported at any point. If you enjoy meeting people, being that knowledgeable person that finds the right answer to questions, helping turn complicated info into easy to understand info, organizing, and taking pride in service delivery – there’s much to learn and enjoy through this role.

As Health Benefits support staff, you provide front-line service to students, college personnel, and external guests in-person, by phone, and virtually online. You will provide superior service while greeting visitors, responding to benefit inquiries, providing health referrals, helping students understand policy and process, giving directions, and promoting Student Association broadly and health and wellness campaigns. You will also provide administrative support to SA staff. You help things run and help people access what they need with ease.

GENERAL RESPONSIBILITIES:

- Provide superior service in-person, by phone, and online to all who visit or contact SA through Health Benefits
- Answer and direct questions, assist with inquiries, provide health benefits program supports
- Inform students about the health plan program, and support students accessing their plan
- Provide health based referrals, incl. connecting students to health benefits providers and Student Assistant Plan
- Maintain work spaces as clean, accessible, organized, and welcoming
- Maintain organized filing systems (in-person and digital), and office supplies and inventories
- Frequent effective communication and information sharing with department staff, contribute to cohesion across staff and campuses
- Actively participate in trainings and off-campus learning opportunities as provided
- Positively support other Student Association programs, campaigns, and staff as needed
- Support SA staff by assisting with projects and tasks as assigned
- Accept direction from full-time SA Health Benefits staff where delegated
- Other duties as assigned

YOU HAVE:

- Experience in service, customer support, reception, or similar roles
- Effective written and verbal communication skills
- Effective courteous phone and email communication skills, including working with livechats and hotlines
- Proficient computers skills, including Microsoft Office suite, excel



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- Proficient in virtual tools, including Zoom and Microsoft teams
- Reliability; you take your work seriously; you do your work with
- Ability to work independently with minimal supervision, but team oriented
- The self-discipline and self-motivation to work remotely
- Listening skills, compassion, and empathy; ability to treat all with dignity
- Comfort with conflict de-escalation
- Demonstrated attention to detail and prioritization skills; able to handle multiple tasks, stress, and deadlines
- Interest in developing online presentation skills, including engaging students through webinars
- An understanding of the Student Association and the importance of the student movement
- Value equity, diversity, and inclusion

YOU MIGHT ALSO HAVE:

- Work/volunteer/education experience in health and wellness or mental health supports
- Experience working with marginalized or underserved communities

REQUIRED:

- Full-time GBC students enrolled 2021-2022 prioritized, or part-time student and/or recent GBC grads/alumni
- Availability
Job offer/continued employment contingent on availability; Must be available to work minimum 3 hour shifts
Typical shifts occur Monday-Friday 9am-5pm
- HOW TO APPLY: Must submit cover letter AND résumé.

Student Association Vision:

Students are empowered to influence a just world.

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 SA is committed to employment equity and encourages applications from historically underrepresented groups to apply.