



Student Association of George Brown Employment Opportunity

Position Title: Health Benefits Support Staff

Position Type: Full-time

Location of Work: GBP Campuses and all affiliated to GBP and Student Association

Compensation: Starting Wage \$42,060 (union grid)

Reports To: Senior Health Benefits Coordinator

Unionized: OPSEU Local 557

Department/ Program: Health Benefits Program

Deadline: October 18, 2026, or until position is filled

Union	Start	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
Health Benefits SS	\$42,060	\$44,060	\$46,060	\$48,060	\$50,060	\$51,060	\$52,060	\$53,060

About the Student Association & Its Program offerings

The Student Association is your student union representing the interests of all George Brown Polytechnic students. The Student Association focuses on representation, advocacy, delivery of services and the operation of businesses to support its overall mandate.

We're here to be the bridge between the students at GBP and the college itself by listening to your concerns, advocating for students, and providing access to necessary services like Health Benefits, the Community Care Centre, and the Student Nutrition Access Program, events and recreation, clubs, academic support, and legal services.

Job Overview

This is a unionized position within the organization. The individual will provide front-line services to students, GBP personnel and external guests calling and visiting the Student Benefits program offices. On the phone and in person this individual will provide superior customer service while responding to student health benefit related inquiries and may also greet visitors, provide referrals, give directions, answer questions and disseminating information. The individual may also provide administrative support such as typing, data-entry, faxing, photocopying, assembling packages, phone-calls and taking appointments with the matter of benefits program.

This position is based across George Brown Polytechnic's Casa Loma, St. James and Waterfront campuses, but occasionally include all affiliated to GBP and Student Association locations as well and follows a standard work schedule of Monday to Friday, 9 a.m. to 5 p.m.

General Responsibilities (will include but not limited to):

- Provide superior customer service to Students, GBP personnel and external guests.
- Assist students in understanding OHIP alternative, extended health and dental plans and wellness programs, including enrollment support and clarification of coverage.

Student Association of George Brown Employment Opportunity

- Manage program file and database systems by regularly updating data management systems to ensure information accuracy.
- Protect students' confidential information and maintain privacy by sharing information only with authorized individuals.
- Maintaining up-to-date knowledge and processes about the SA Health and Dental Plans.
- All practical and administrative tasks associated with the administration of the SA Health and Dental Plan
- Maintain the health benefits offices in a highly orderly manner; organize reception area, supplies, storage cabinets; have always forms and supplies in stock and readily available.
- Troubleshoot benefit scenarios by utilizing plan information when dealing with students.
- Support the Sr. Coordinator of Health Benefits in the adjudication of individual claims appeals, in conference with consultants and carrier representatives.
- Review and summarize various reports and documents for the benefits program; prepare background documents and outgoing mail as necessary.
- Prepares and provides a detailed monthly report that includes an analysis of health benefits program, services improvement and current operating issues to Senior Coordinator, Health Benefits
- Work with SA Connect, Welcome Centre Support Staff to ensure consistency of services between offices.
- Be knowledgeable about available services in SA and provide information and referrals to students at the front desk.
- Support the student experience through tabling across multiple campuses and promoting our services.
- Other duties as assigned.

Administrative Duties

- Provide administrative support to full-time staff such as typing, data-entry, faxing, photocopying, assembling packages, phone-calls and taking appointments.
- Review and summarize miscellaneous reports and documents; prepare background documents and outgoing mail as necessary.
- Ensure that the SA Front Office resources and referral materials are maintained and up to date for all SA Front Offices.
- Other duties as assigned.

Performance Measurables:

- Maintain exceptional attendance and regular hours of work.
- Maintain the highest level of confidentiality of information.
- Must be familiar and adhere to the Student Health Benefit program and procedures.
- Establish and maintain a positive, professional and interactive working relationship with SA Staff and Board, GBP, External and Internal Clients
- Completes tasks on time and with minimal errors.

Student Association of George Brown Employment Opportunity

- Works well independently as well as in a team.
- Ensure all relevant Policies & Procedures are up to date and are being adhered to by all staff & students.
- Ability to adapt and participate in an environment that supports continuous learning and skills development.

Required Skills and Experience Qualifications:

- A post-secondary degree, diploma, or equivalent is required.
 - An outgoing, positive and friendly personality.
 - Excellent verbal and written communication skills.
 - The ability to multitask, take initiative and work independently.
 - Excellent Computer skills – MSWord, Excel, PowerPoint, Outlook
 - Previous work experience in the medical field and or insurance industry an asset
 - Comprehensive knowledge of student rights, issues and accessibility to post-secondary education.
 - Excellent interpersonal skills with an ability to navigate complex situations and difficult interactions with grace, patience and professionalism.
 - Demonstrated ability to manage, coordinate, organize and maintain records of information over time.
 - Attention to detail; good record keeping and filing skills.
 - Criminal record check is necessary at the candidate's expense.
-

How to Apply:

Interested applicants, please submit a PDF version of their cover letter AND résumé to: hiring@sagbc.ca Subject line: <your name>: Health Benefits FT SS

The Student Association of George Brown College invites and encourages applications from all qualified candidates including persons of Aboriginal ancestry, members of visible minority groups, persons with disabilities, women, and persons of any sexual orientation or gender identity.

We sincerely thank all candidates for their interest however, only those selected for an interview will be contacted. Interviews will take place during the time of posting until position is filled.

Student Association Vision: Students are empowered to influence a just world.

Mission Statement: We are committed to supporting each other and the students of George Brown College in the struggle for students' 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.