

Employee Benefit Funds Administration Ltd. (EBFA) is a non-profit organization formed in 1993 to provide administrative services to multi-employer pension, health and welfare, and education trust funds for IBEW Local 424 plan members. EBFA provides governance and policy support to the Funds' Board members and several committees.

### **Receptionist / Claims Clerk**

We are seeking a detail-oriented Receptionist / Claims Clerk with high emotional intelligence to join the Claims team. As the first point of contact, the Receptionist / Claims Clerk will provide superior service to plan members, service providers, and the general public. Collaboration with members of the EBFA team will be integral to success. This position will also assist with claims adjudication.

This is a permanent full-time position and fully in-office. The hours of operation are Monday to Thursday 8:00 am – 4:30 pm and Friday from 8:00 am – 3:30 pm.

### **Key Responsibilities**

#### Front Desk Operations:

- Greet and assist all visitors including plan members and service providers
- Receive and respond to all incoming calls and emails
- Maintain daily mail and call counts
- Scan and file documents
- Process mail
- Fax and photocopy

#### Claims Administration:

- Assist with claims adjudication
- Update eligibility and member records
- Research benefit-related issues
- Other duties as assigned

### **Qualifications**

- Post-secondary education, preferably in an Office Administration program
- Advanced knowledge of Microsoft Office applications (Word, Excel, Outlook) and Adobe
- Solid interpersonal and customer service skills with the ability to quickly adapt
- Strong verbal and written communication skills with experience writing professional emails and letters
- Ability to handle sensitive and confidential information in accordance with company policies and procedures as well as related legislation
- Capable of working independently and as part of a team
- Positive attitude with a willingness to learn
- Successful completion of a criminal background check is required

### **What we offer**

- This is a unionized position with a starting hourly rate of \$24.24
- Employer paid Health and Welfare benefits
- Employer paid Defined Benefit pension plan
- Three weeks vacation
- Two personal days
- Tuition reimbursement for approved educational development

If you would like to join our team, please submit your cover letter and resume by close of business on Thursday, May 15, 2025 to [careers@ebfa.ca](mailto:careers@ebfa.ca). We thank all candidates for their interest however only candidates selected for an interview will be contacted.