#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** University Health Insurance Plan (UHIP) Administrator

**Job Number:** SO-472 | VIP: 1916

**Band:** OPSEU- 6

**Department:** Trent International

**Supervisor Title:** International Operations Manager

**Last Reviewed:**  June 12, 2023

#### **Job Purpose:**

The scope of responsibility includes the administering of the UHIP plan, educating international students about their mandatory UHIP coverage and access to health services, and providing general office duties.

Reporting to the International Operations Manager, and working closely with Trent International Global Engagement team, the incumbent will ensure that all international students and their dependent family members are enrolled and billed for UHIP.

The UHIP Administrator will lead in-person and virtual information sessions for incoming and current international students at all levels, and on all of Trent’s campuses. They will respond to relevant email enquiries and will assist students with in-person questions.

The incumbent will follow UHIP policy guidelines and communicate with the UHIP insurance provider to ensure that any changes to the UHIP plan and processes are communicated to all relevant stakeholders, including but not limited to: Trent students, Trent’s Finance department, Trent International, Trent Health Services and major local health providers (e.g. Peterborough Hospital Accounts Receivable), the School of Graduate Studies, Trent Central Student Association (TCSA), Trent Human Resources (for international employees), and Faculty members who invite international visiting researchers or scholars at Trent University.

This position has a university-wide mandate, serves all Trent locations, and is primarily based at Trent Peterborough campus. Willingness and ability to work on-campus is a job requirement. This position will provide general office duties such as preparing invoices, giving out key codes, and organizing paper shredding etc.

#### Key Activities:

##### UHIP Outreach, Education, & Student Support

* Host virtual and in-person orientation, and in-course information sessions for visiting researchers, inbound exchange students, new and current international students at all levels of study at all Trent campuses.
* Provide 1-on-1 support to students, help navigate the provincial health care system and refer students to available services.
* Liaise with local health service providers to encourage them to connect with UHIP insurance provider to be considered as UHIP preferred locations, with the goal to expand the UHIP-eligible health care network locally. ​
* Liaise with the insurer regarding relevant issues experienced by UHIP-covered students.
* Collaborate with Trent Central Student Association (TCSA) relating to Blue Cross extended health plan. ​
* Monitor uhip@trentu.ca mailbox​.
* Participate in UHIP training and annual conference.
* Share UHIP general information and update to international front desk student staff.

##### UHIP Enrolment & Accounting

* Run reports for mass enrolment.
* Manual enrolment for eligible dependents​ of members.
* Manual billing for eligible dependents​.
* Refund and adjust billing amount to student accounts.​
* Process UHIP fee transfer from Trent University to UHIP insurance company.
* Liaise with insurer relating to system enrolment and invoicing issues​.
* Respond to health provider inquiries relating to Trent students’ UHIP eligibility​.
* Participate in UHIP training and attend annual conference.

##### General Office Duties

* Provide coverage for Trent International front desk based on student demand and visitor traffic.
* Support international back office with miscellaneous duties, such as shipping and receiving mails and parcels, data entry, updating forms and letters, purchasing office supplies, filing, and archiving of both digital and physical, regular clean-up of international front desk, shared workspace, meeting rooms, and storage rooms.
* Manage office keys.
* Distribute and track the usage of international guest parking permit.
* Identifies and recommends business process improvements and assists with implementation.
* Other duties as assigned.

#### Education Required:

* College Diploma (3 year).

#### Experience/Qualifications Required:

* Two (2) years of related work experience.
* Experience in health care related clerical or secretarial work, insurance brokerage or in an educational setting is an asset.
* Demonstrated proficiency with MS Office suite of programs (Word, Excel, PowerPoint), as well as web-based communications and social networking tools.
* Proven ability to work on multiple tasks and determine priorities in a busy, fast growing, multi-campus environment.
* Proven ability to work effectively in a diverse team environment.
* Exemplary customer service demonstrating empathy and professionalism in all situations.
* Ability to communicate effectively in a cross-cultural context.
* Strong written and verbal communication skills.
* Excellent organizational and time management skills.
* Ability and exercise judgment to handle sensitive data with complete confidentiality.
* High attention to details.
* Fluency in another language preferred.
* Understanding general accounting principles is considered an asset.
* Advanced skill in Excel and knowledge of data cleaning technique is considered an asset.

#### Supervision:

* No formal supervision of others is required.