

## **Group Benefits Advisor**

**Location:** Kitchener–Waterloo–Cambridge–Guelph Region

**Company:** Cremasco Partners Inc

**Employment Type:** Full-Time

### **About Us**

Cremasco Partners Inc is a fast-growing leader in the group insurance, employee benefits space, and group pension space. We deliver comprehensive and customized benefits solutions to businesses of all sizes, with a strong focus on service excellence and long-term client relationships. As we continue to expand, we're looking for a knowledgeable and service-driven Group Benefits Advisor to join our dedicated team.

### **Role Overview**

The Group Benefits Advisor is a key member of our client service team, responsible for maintaining and supporting a growing block of group benefits clients across the Kitchener–Waterloo–Cambridge–Guelph area. You'll serve as the primary contact for plan administrators and members, ensuring smooth day-to-day administration, resolving inquiries, and contributing to an exceptional client experience.

This role is ideal for someone who thrives in a client-focused environment, enjoys solving problems, and is ready to grow with a company on the rise.

### **Key Responsibilities**

- **Client & Member Support:** Deliver timely, professional assistance to plan administrators and members regarding claims, eligibility, plan details, and coverage inquiries.
- **Plan Administration:** Oversee the daily administration of group benefits plans, ensuring accuracy, compliance, and seamless execution.
- **Issue Resolution:** Investigate and resolve claims and coverage concerns in collaboration with insurers and third-party providers.
- **Renewal Coordination:** Support annual renewals by gathering data, preparing documentation, and assisting clients with plan updates.
- **Reporting & Documentation:** Maintain accurate and detailed records of client interactions, plan changes, and administrative updates. Prepare reports for clients or internal teams when required.

- **Client Education:** Help clients and members understand and navigate their benefits programs to improve confidence, utilization, and satisfaction.
- **Cross-Team Collaboration:** Work closely with sales, underwriting, and claims teams to ensure integrated, high-quality service delivery.
- **Optional Sales Opportunities:** While not required, the role offers opportunities to generate additional income through identifying and nurturing sales leads.

## Qualifications

- **Experience:** Minimum 5 years in group benefits, insurance administration, claims, or a related customer service role.
- **Knowledge:** Strong understanding of group benefits plans, insurance products, and claims processes. Experience with benefits administration platforms is an asset.
- **Skills:** Exceptional communication, organization, and problem-solving abilities. Comfortable working independently and within a team.
- **Credentials:** Life License Qualification Program (LLQP) required; GBA designation, CEBS, or similar certifications are considered an advantage but are not mandatory.
- **Location:** Candidates should be located within the Kitchener–Waterloo–Cambridge–Guelph region. Our office is based in Guelph.

## Why Join Us?

- **Growth & Development:** With ongoing expansion, we offer meaningful opportunities for professional advancement.
- **Supportive Team Culture:** Join a positive, collaborative environment that values continuous learning and individual contributions.
- **Competitive Compensation:** Enjoy a strong compensation package, group benefits, and performance incentives.

## Additional Details

This is an on-site role to support teamwork, mentorship, and exceptional service delivery. Cremasco Partners Inc is committed to maintaining a welcoming, safe, and professional workplace for all employees and clients.

Expected Salary: \$85,000 - \$140,000

## How to Apply

Ready to make an impact and grow with a forward-thinking organization? We'd love to hear from you. Please submit your resume and a cover letter outlining your experience and interest in the role to **[robin@cremasco.com](mailto:robin@cremasco.com)**.

We look forward to reviewing your application!