



COORDINATOR – EMPLOYEE BENEFITS

SUMMARY/SCOPE/GOAL

Coordinate activities of Benefit Specialists. Liaison with other internal departments, vendors, and third-party administrators. Resolve problems. Train and assist Benefit Specialists, employees, and their dependents with benefit-related issues in an efficient and timely manner. Accountable for the integrity of employee benefits processing.

QUALIFICATIONS

EDUCATION AND RELEVANT EXPERIENCE REQUIREMENTS:

REQUIRED:

- High School diploma or equivalent required.
- Ten (10) years' experience in employee benefits processing or the insurance industry.
- Five (5) years' experience with a computer-based records management system.

PREFERRED/DESIRED:

- AA degree preferred.

CERTIFICATIONS/LICENSES/TRAINING:

REQUIRED:

- Valid Florida Driver's License.

PREFERRED/DESIRED:

PERFORMANCE RESPONSIBILITIES

ESSENTIAL FUNCTIONS:

The tasks/competencies listed below represent most of the time spent working in this position. Supervisor may assign additional tasks within the scope of this classification as necessary.

1. Coordinate activities, communication and knowledge sharing with Benefit Specialists.
2. Train all temporary and newly hired benefits-related employees.
3. Schedule, organize and implement work site benefit contract training programs. Includes coordination of vendor presentations, vendor notification, room reservation and room set up.
4. Serve as benefits liaison with payroll, ET, and other internal departments.
5. Provide information and explain benefits programs such as health, dental, life, disability, and vision plans to employees and dependents.
6. Coordinate the Open Enrollment process for active employees. Includes establishing and communicating timelines, website review and updates, electronic file exchange timetables, ensuring accuracy of all information provided electronically and in hard copy.
7. Counsel employees having difficulty with enrollment procedures.
8. Review and revise New Hire Benefits Handbook as well as other information at least annually.
9. Ensures that all forms are accurate and available when needed.
10. Review and make suggestions for revision to Summary Plan Descriptions as needed.
11. Ensure that all benefits-related information on the district website is current, up to date and valid.

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12. Examine inter- and intra-department processes. Work with teams to devise improved workflow processes. Ensure that all Benefits Specialist are aware of revisions.
13. Investigate and resolve questions regarding delivery and payment for services by contacting health care professionals and other service providers, benefit plan providers and employees. Assist Benefit Specialists with the resolution of complex and unusual issues.
14. Research and resolve electronic file data issues. Understand and facilitate file transfer protocols.
15. Reconcile reports from plan providers to verify information accuracy and resolve differences.
16. Enter benefits-related data into computerized information system, assist employees and worksite Benefit Contacts with system use.
17. Oversees the maintenance of files of enrollment forms and other documentation on all active and retired employees.
18. Provide enrollment information and payment to benefit plan providers and other plan administrators; resolve conflicts and discrepancies.
19. Calculate amount of employee's paycheck deductions adjustment for benefits, submit to payroll and resolve discrepancies. Handle complex deduction issues and assist Benefit Specialists with like activities.
20. Product reports of benefit enrollment, benefit deductions and plan participation, as required.
21. Maintain deduction calendar.
22. Process benefits information for new hires, terminations, status changes, leaves and reimbursement accounts.
23. Maintain integrity of employee benefit processes.

OTHER DUTIES:

Performs other duties as assigned commensurate with the skills and abilities of the position. Provides outstanding customer service and uses positive interpersonal communications skills. Makes all decisions and performs all tasks in accordance with Brevard Public Schools' strategic plan, vision, and mission. Ensures compliance with Board Policies, procedures, and applicable federal and state laws and regulations.

KNOWLEDGE, SKILLS, AND ABILITIES/TRAINING AND EQUIPMENT USAGE

JOB RELATED:

Knowledge of all levels of insurance coverage, claim handling, and insurance accounting. Knowledge of PC-based applications and projects. Ability to exercise independent judgment and use of acquired knowledge of employee benefits. Knowledge of rules and regulations controlling employee benefits programs. Ability to prepare complete and accurate reports; keep complex records to assemble and organize data and to prepare reports from such records; express oneself clearly and concisely orally and in writing. Ability to operate standard office machines and computer, printer, and software in a Windows environment. Knowledge of good time management processes, skill in task organization and excellent interpersonal skills required.

GENERAL:

Knowledge and use of time management and organizational systems. Skill in meeting and exceeding customer/stakeholder expectations within the precincts of policy, procedure, and sound judgement. Skill in active listening and social perceptiveness. Ability to communicate effectively orally and in writing. Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems. Ability to sustain focus and attention to detail for extended periods of time.

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EQUIPMENT:

Use office machines such as large volume copiers, printers, or calculators. Use computers for email, word processing, intra/internet, data entry, spreadsheets, service ticket responses, presentations, or custom applications.

PHYSICAL DEMANDS/WORK ENVIRONMENT

PHYSICAL REQUIREMENTS:

(S) SEDENTARY WORK

Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently to lift, carry, push, pull, or move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally, and all other sedentary criteria are met.

POTENTIAL ENVIRONMENTAL CONDITIONS/HAZARDS:

Indoor office environment most often with Indoor/Outdoor movement between pods/locations frequently. Intermittent noise and activity level. Requires Sitting, Standing, Walking, Bending, Stooping, Kneeling, Finger Dexterity, Talking, Hearing, and Visual Acuity frequently.

TRAVEL:

Travel between sites occasionally. Travel out of county rarely.

FOR HR USE ONLY:

DIVISION:	Human Resources	DEPARTMENT:	Employment Services
TITLE CODE:	L3453	CONTENT BY:	Manager, HR
GRADE:	12	COMPENSATION:	Human Resources
UNIT:	NB (Non-Exempt)	LABOR RELATIONS:	Karyle Green, Ed.D.
LAST BOARD APVD:	11/22/2005	CLASSIFICATION:	Beth Thedy, Ed.D.
SCHEDULE:	8 Hrs. – 12 Mos.		

REV:	DATE:	REVISION CONTROL:	INITIATED BY:
1.0	4/13/1999	Initial Release	
1.1	11/20/01	Revised	
1.2	8/26/2003	Revised	
1.3	10/25/2005	Revised	
1.4	12/01/2020	New format	Ellie Kelly – Human Resources
1.5	11/30/2021	Remove special diploma, update physical requirements to ADA format, add schedule	Ellie Kelly – Human Resources

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

Brevard Public Schools (BPS) is an equal opportunity/affirmative action employer committed to achieving excellence and strength through diversity. BPS seeks a wide range of applicants for its positions so that one of our core values, a qualified and diverse workforce, will be affirmed. Americans with Disabilities Act (ADA) compliance requires BPS to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.