

JOB DESCRIPTION

TITLE: Benefits Coordinator

DEPARTMENT: Benefits Administration

REPORTS TO: Account Manager, Department Manager

FLSA STATUS: Non-Exempt

EMPLOYMENT STATUS: Full-Time

Position Summary:

The Benefits Administration Department administers FSA, HSA, HRA, Commuter Plans, and COBRA. The Benefits Coordinator is an essential role to the Benefits Department Team.

This position supports operations through external communications, audits, data entry, claims and payment processing, while also delivering customer service to both clients and plan participants by answering questions and providing education on how they can access their benefits.

Essential Functions:

- Enroll and terminate COBRA participants
- Request Open Enrollment literature from brokers and send out Open Enrollment packets
- Process COBRA payments and elections
- Troubleshoot basic website issues with participants and clients
- Track changes in Transit elections and FSA enrollments
- File claims according to participants' plans
- Assist Account Manager in quarterly and annual projects
- Handle general clerical responsibilities including customer service phone calls, filing, labeling, mailing, document processing, copying and scanning
- Maintain and handle confidential information and client files
- Communicate professionally with insurance carriers, benefit participants, employers, and insurance brokers
- Perform other administrative and clerical work related duties as assigned or necessary

Minimum Qualifications (Knowledge, Skills and Abilities)

1. Basic understanding of benefits a plus; specifically HSA, FSA, HRA, Commuter Plans and COBRA Administration.
2. Ability to adapt to a fast paced, continually changing business and work environment, while managing multiple priorities.
3. Strong attention to detail with a proactive approach to tackling issues and data discrepancies.

Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle, or feel objects, tools or controls. The employee is occasionally required to stand; walk; sit; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus.

The noise level in the work environment is usually moderate.

Note:

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills aptitudes and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.