



Job Description

Job Title:	Benefits Coordinator	Grade:	K
Department:	Human Resources	FLSA:	Exempt

The incumbent in this job is expected to assist the College in achieving its vision and mission. Customer focus, college service, and a willingness to assist as needed are expectations for all employees.

General Function:

Performs day-to-day tasks relating to the employee benefit programs (group health, dental and vision, short-term and long-term disability, life insurance, flexible spending account, retirement benefits and savings plans, and discount programs). Monitors and administers plans, including research, design, implement and comply.

Characteristic Duties and Responsibilities:

1. Designs, recommends and implements benefit programs as assigned; researches plans and vendors to identify efficiency and value.
2. Assists in the benefit plan renewal process; collects data and analyzes cost changes.
3. Documents and maintains administrative procedures for assigned benefit processes.
4. Monitors benefit data and investigate discrepancies.
5. Ensures compliance with applicable government regulations.
6. Performs daily benefit processing; assures timeliness and accuracy of transactions (enrollment, change in coverage, etc.) and required reports.
7. Extracts data from the administrative information system and generates reports as needed.
8. Develops and maintains benefit forms; assists with maintenance of the benefits sections of the website and development of online processes.
9. May provide inputs for benefit surveys; may review information obtained from survey results and make recommendations.
10. Provides excellent customer service employees; maintains positive relationships with vendors and the State benefit liaisons.
11. Determines the proper course of action to resolve issues through interpretation of policies and procedures, and government regulations.
12. May develop communication tools to enhance understanding of benefits package and/or changes in benefits; coordinates and conducts presentations to employees including new employee orientation for benefits.
13. Serves as a contact with the State Retirement Systems, State Health Plan and other benefit vendors.
14. Coordinates with Payroll to ensure accurate payroll deductions and payments to vendors.
15. Maintains employee benefit files and archives inactive files.
16. Assists with special projects and performs other duties as assigned.

Reporting Relationships:

The intent of this job description is to provide a representative summary of the essential functions that will be required of positions given this title and should not be construed as a declaration of specific duties and responsibilities of any particular position. Employees will be assigned specific job-related duties through their hiring departments. Specific job-related duties assigned by hiring departments shall be consistent with the representative essential functions listed above and shall not be construed as expanding a particular position's role, scope, FLSA status, or grade.

January 2006



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Direction Received: Reports to Director of Compensation and Benefits.

Direction Given: No direct supervision of other employees; may provide functional guidance to less experienced staff.

Minimum Requirements:

Requires broad knowledge of basic theories and principles, concepts and methodology of a general field, typically acquired through the attainment of a bachelor's degree; two to three years of benefits administration or general human resources experience; a combination of benefits administration experience and an associate's degree or a professional certification (PHR, SPHR or CEBS) and an associate's degree may be substituted for the bachelor's degree; also prefer experience administering benefit plans offered by the State of North Carolina.

Knowledge, Skills, Abilities and Worker Characteristics:

Knowledge of employee benefit administration

Knowledge of federal and state regulations concerning employee benefit plans

Excellent communication and organizational skills

Proven ability to work effectively in a team environment, and manage multiple projects or issues

Computer proficiency and technical aptitude with the ability to utilize MS Office Suite and Datatel Colleague

Limited knowledge of payroll and tax codes

Ability to build rapport and gain trusts from employees

Ability to communicate, written and verbally, with all employees

Ability to make presentations to a group

Good mathematical skills and attention to details

Working Conditions:

Typical office environment; occasional travel to satellite campuses; may occasional lift items up to 10 lbs,