



CLASSIFICATION NO. 860
Established: 10/24
FLSA: Exempt
EEO: 2

BENEFITS COORDINATOR

CLASS CHARACTERISTICS

Under direction, to perform advanced professional assignments in the coordination and administration of County benefits programs for employees and retirees to ensure compliance of applicable laws, policies and procedures; to assist in resolving complex non-routine benefits issues; to facilitate and participate in program activities; to lead the work of assigned staff; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Department of Human Resources provides a comprehensive range of human resources services to County departments and employees, including employee recruitment and selection, personnel ordinance and policy administration, position classification and compensation, organizational development, employee training and development, benefits and leave administration, risk management, workers compensation, liability and casualty claims management, human resources information systems, labor and employee relations and collective bargaining.

The Benefits Coordinator is responsible for planning and coordinating services and activities related to the County's employee benefits programs. The incumbent assists management and employees in resolving complex benefit issues, ensures programs comply with laws and regulations, documents process changes and leads process improvement initiatives. Additionally, the Benefits Coordinator leads the work of assigned staff and serves as the initial point-of-contact on behalf of the Benefits Manager as needed.

The Benefits Coordinator differs from the Benefits Specialist, which is responsible for a variety of specialized, technical functions and services related to employee benefits, but does not have lead or budget responsibilities.

TYPICAL TASKS

Duties may include but are not limited:

1. Leads division staff; provides daily direction; assigns tasks; ensures completion within established time and budget guidelines; trains employees; provides guidance on complex technical and procedures; reviews completed work; makes or reviews decisions on difficult or sensitive matters and provides input to management regarding hiring, performance evaluations, and disciplinary actions.
2. Monitors and evaluates benefit programs to ensure they meet organizational goals and remain competitive; recommends program improvements to Benefits Manager; maintains

regulatory compliance, enhancing operational efficiency; and assists with essential documentation.

3. Interprets complex benefits and claims issues; addresses benefit related grievances and issues; advises managers and supervisors on complex benefit matters; interprets internal and external reports to track utilization and legislative compliance.
4. Perform and coordinate benefits reconciliations and audits of enrollment records, invoices, deductions, and expense calculations for the general ledger, ensuring timeliness and accuracy.
5. Oversees the accurate setup and maintenance of the HRIS Benefit module, ensuring the integrity and accuracy of the computerized integrated personnel system; ensures benefit records and files are maintained and updated by benefits team in accordance with policy and technical requirements; leads ongoing updates of the benefits administration system, testing, identifying issues, and leading changes and process improvements.
6. Performs or coordinates plan audits; prepares, collects and organizes data to ensure legal and benefit plan compliance; researches, analyzes, and reports on costs of contract proposals.
7. Assists in managing benefits vendor relations; participates in evaluating vendor performance, provides feedback and recommends improvements.
8. Prepares and/or coordinates annual and supplemental budget documents within established budgetary and operational regulations and guidelines; gathers and compiles budget information; prepares budget adjustments and recommendations, including analyzing and/or estimating resources and needs; supports management in budget forecasting; administers budget line items as assigned; monitors budget requests, expenditures and revenues for accuracy and appropriate budget accounts; maintains internal fiscal records.

REQUIRED KNOWLEDGE AND SKILLS

Thorough knowledge of: Federal and State statutes, rules and regulations applicable to employee benefits plans, filing and compliance requirements, both adopted and pending, affecting employee benefits programs; cafeteria plans and deferred compensation and related plan administration, including continuation of benefits, Internal Revenue Code and Treasury regulations, Health Insurance Portability and Accountability Act and Public Employees Retirement System requirements; administration of associated provisions of labor contracts and human resource policies; principles and practices of health and welfare benefits administration; employee benefits options; benefits contract administration.

Working knowledge of: Principles and techniques of financial reporting and record keeping; Human Resources computerized information systems and databases; principles of public administration, including budgeting; principles and techniques of lead work, supervision and instruction.

Skill to: Monitor program compliance with legal requirements; analyze information and material related to benefits services; research, compile and analyze data; prepare clear and concise reports; communicate effectively, both orally and in writing; productivity and effectiveness; speak effectively before groups; conduct orientation sessions; establish and maintain effective working relationships with co-workers, county employees and leadership and vendors; learn and use a variety of technologies and software programs, such as Microsoft Office Suite, HRIS and other software programs.

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

Experience: A minimum of five (5) years of related experience which must include three (3) years of specialized benefits experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications: None required.

PRE-EMPLOYMENT REQUIREMENTS

Driving is required for County business on a regular basis or to accomplish work. Incumbents must possess a valid driver's license, and possess and maintain an acceptable driving record throughout the course of employment.