



## Job Description

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<b>TITLE:</b>	<b>Benefits Coordinator</b>	<b>JOB CODE:</b>	4100
<b>DEPARTMENT:</b>	Human Resources	<b>FLSA:</b>	Non-Exempt
<b>PREPARED:</b>	November 2005	<b>FLSA CLASS:</b>	Clerical
<b>UPDATED:</b>	October 25, 2022	<b>WORK LOCATION:</b>	Aztec, NM
		<b>REMOTE WORK ELIGIBLE:</b>	No

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**Summary:** Under general supervision, facilitate benefit enrollment and coordinate all administrative processes. Prepare and process claims, changes, enrollment, and other benefit tasks. Frequently communicate and interact with employees, other departments (closely with Payroll), and insurance carriers. Assist employees with their benefit needs such as form completion, benefit explanation and eligibility, and online program direction and guidance. Liaise between the third-party administrator, providers, and employees to facilitate the processing of claims. Coordinate benefit trainings with department to conduct annual informational meetings or share new options to employees. Must have excellent customer service skills and a detail-oriented personality to be successful in this position.

**Essential Job Functions:** *The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Employee may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Coordinate the benefit programs for employees; help employees understand and utilize their benefits as best and cost effective as possible; communicate between providers and third-party carriers to maximize employee satisfaction and needs among enrolled benefit programs.
- Review and approve benefit elections made in self-service software; enter elections in third-party sites as needed.
- Process life event change requests, receive and verify qualifying documents, and calculate premium for changes.
- Maintain data management system; update pay or deduction records; maintain employee medical files to include physical and electronic files.
- Coordinate the annual open enrollment for the Premium Only Plan, Section 125 program.
- Responsible for reconciliation of various invoices, purchases, and/or pay requests including ACH review and approval for the group supplemental benefit enrollments.
- Accept and coordinate monthly benefit premiums for employees on Worker's Compensation, leave without pay, and/or COBRA.
- Complete final benefit calculations and related files for employees separating from San Juan County.
- Maintain the confidentiality of employee information by adhering to HIPAA and other federal law requirements.
- Provide orientation to County Personnel as necessitated from employee status.
- Ensure that completed PERA forms are complete, have required attachments, and are sent to PERA per transmittal timeframe.
- Coordinate, inform, and guide on County leave programs.
- Run unpaid leave use report following each pay period; and, if applicable, calculate employer portion of premium owed to per handbook guidelines. Distribute created letter to employee, payroll, and department.
- Assist with hosting the annual retirement seminar.
- Coordinate, plan, design, and run the annual wellness fair.
- Work with managers and outside resources to plan and coordinate annual vaccine events.
- Work with Media Relations Manager to share information and responsible for upkeep of benefits page.
- Coordinate with Risk Management and Manager to keep work restrictions report up to date.
- Assist personnel with processing and submitting claims for various benefits including life insurance.
- Work daily with payroll to ensure bi-weekly maintenance is processed and posted as needed.
- Coordinate and act as a back-up for Personnel Action processing for the HRIS Specialist and assist other HR positions as needs arise.

## Job Description

### Benefits Coordinator

- Ensure compliance with WCAG 2.0 AA and other guidelines determined by the ADA Web Coordinator when making changes to any webpage.
- Perform other job-related duties as assigned.

#### Required Knowledge and Skills:

- Knowledge of the benefit administration standards and terminology.
- Knowledge of general administrative methods and practices.
- Knowledge of customer service practices and techniques.
- Knowledge of County policies and procedures.
- Knowledge of general accounting principles.
- Skill in basic mathematics and budgeting.
- Skill in maintaining and updating accurate and confidential employee records.
- Knowledge of HIPAA, COBRA, FMLA, ADA/ADAAA, FLSA, and other governing laws and regulations.
- Skill in organizing and prioritizing multiple tasks and meeting continual deadlines.
- Skill in preparing clear, concise, and grammatically correct reports and communication tools.
- Ability to prepare materials for varying levels of understanding and knowledge.
- Ability to explain benefits to others and their families.
- Skill in establishing and maintaining effective working relationships.
- Skill in compiling and preparing reports.
- Skill in the use of a personal computer and standard business software.
- Skillful communicator: verbal and written communication occurs multiple times daily.

#### Education and Experience

- Associates Degree or certification of CEBS, PHR, or SPHR in current standing; with minimum of three (3) years of relevant work experience with benefit plan administration; or equivalent combination of education and work experience sufficient to perform the duties of the position.
- Valid State of New Mexico Driver's license or able to obtain within six (6) months of employment.

#### Environmental Factors and Conditions/Physical Requirements:

- Work is performed in an office environment; may be subject to repetitive motion such as typing, data entry and vision to monitor; may be subject to extended periods of intense concentration in the review of documents and reports.
- May be subject to bending, reaching, kneeling, and lifting such as retrieving files, records, and reports.
- May be required to flex work schedule during open enrollment and/or wellness fair.
- Work schedule for this position may include working on religious holidays.
- Utilize, process, and navigate the County's electronic ERP system as necessary and appropriate based on the needs and requirements of this position.

#### Equipment and Tools Utilized:

- Equipment utilized includes computerized and conventional office equipment.

#### Approvals:

**Employee:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Supervisor** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Department Head:** \_\_\_\_\_ **Date:** \_\_\_\_\_