

**Insurance/Benefits Coordinator
New Hanover County Schools**

Job Description

Class: Classified
Dept: Human Resources

TITLE: Support Associate VI

QUALIFICATIONS:

1. High School degree or equivalent.
2. Extensive, broad experience in an office environment with responsibility for a large variety of complex duties including benefits.
3. Strong computer and communication skills.

REPORTS TO: Director of Human Resources or Benefits Supervisor

JOB GOAL: To provide assistance in the administration of health insurance, flexible benefit plans and retirement to all New Hanover County School employees.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

1. Follow all rules, policies and procedures of New Hanover County Schools, along with state and federal regulations pertaining to benefit issues.
2. Serve as the representative responsible for documenting and administering the district's health insurance and flexible benefit plans.
3. Explain to employees the function of the benefit; how to complete forms; and answer questions pertaining to insurance coverage, costs, and claims.
4. Process insurance forms; distribute and file copies of forms appropriately; process enrollments and changes, send information to the Finance Department and insurance providers.
5. Determine insurance termination dates for terminated employees; process employee resignation / retirement forms.
6. Assist employees with retirement issues and questions; process retirement applications.
7. Assist with entering employee information into the online benefits website.

8. Write, edit, prepare, or coordinate the preparation of correspondence, reports, charts, graphs and other printed materials; researches content items for correctness of presentation and applicability.
9. Screen and route materials according to content of communications; routing duties require detailed knowledge of organizational operations and status of work.
10. Maintain strict confidentiality for all personnel matters.
11. Perform other duties and responsibilities as requested by the Director of Human Resources or Benefits Supervisor.

The above statements describe the general nature and level of work being performed by individuals assigned to this job. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so employed.

Terms of Employment: Twelve month work year/At Will/FLSA Non-Exempt

Starting Salary and/or Grade: Grade 67

Evaluation: Performance of this job will be evaluated in accordance with provisions of the Board and local policy on evaluation of personnel.

Knowledge, Skills and Abilities:

- Demonstrate functional knowledge of computers and all aspects of the Microsoft Office Professional software programs.
- Ability to cross train and assist within the department.
- Ability to communicate clearly and concisely, both orally and in writing; ability to communicate with school personnel, employees, and central office staff while complying with the confidentiality requirements in local, state, and federal policies and statutes.
- Considerable knowledge of benefits offered by the school system, specifically in the area of assignment.
- Considerable knowledge of the paperwork required to apply for and modify various benefits.
- Ability to establish and maintain effective working relationships as necessitated by work assignments.
- Physical ability (able to exert up to 20 pounds of force occasionally) and dexterity to perform the duties and responsibilities of the job.