



SUPPORT SPECIALIST

BENEFITS ADMINISTRATOR

JOB DESCRIPTION

JOB TITLE: Support Specialist - Employee Benefits
REPORTS TO: Director of Human Resources
LOCATION: Education Support Services

FLSA STATUS: Exempt
PAY GRADE: SAT 07
DAYS: 260
JOB ID & DATE: SAT-20, May 2023

JOB PURPOSE SUMMARY

Coordinate the employee benefit programs for the district including Section 125 benefits, FMLA, Temporary Disability Leave (TDL), Personal Time Off (PTO), and disability. Maintain records and provide assistance to employees to ensure effective use of benefits.

REQUIREMENTS

Education Level Details

Bachelor's degree in education or business preferred

License / Certification / Language Required

SHRM Certification preferred

Work Experience Required

Two years experience in benefits administration, insurance administration, or other related field

Other Skills and Abilities Required.

Oral and written communication skills.

Critical thinking and problem-solving skills.

Bilingual oral and written communication skills preferred.

Ability to work supportively with other teachers, staff, and administrators to provide an effective working environment.

Ability to communicate with employees, leadership, and vendors.

Ability to maintain confidentiality in all aspects of the job.

Ability to adjudicate FMLA request, disability claims and Section 125 enrollment requests with little supervision

Significant understanding of Section 125 guidelines and rules

Significant understanding of of FMLA

Ability to manage multiple priorities.

KEY FUNCTIONS, ESSENTIAL DUTIES AND RESPONSIBILITIES

General

- Administer employee benefit programs to include but not limited to group healthcare, dental, life, dependent childcare, disability, cancer, heart and medical reimbursement.
- Handle employee benefit and workers' compensation inquiries and complaints to ensure quick, equitable, and courteous resolution. Act as liaison between employees and insurance carrier's claims office.
- Process all employee benefit enrollment and change forms within required time limits to meet payroll deadlines.
- Work with District's Third Party Administrator to provide timely notice to employees under the requirements of the Consolidated Omnibus Budget Reconciliation Act (COBRA) and Health Insurance Portability and Accountability Act (HIPAA) including issuing certificates of coverage for all medical plans for all terminated employees and dependents.
- Resolve administrative problems with insurance carrier representatives.
- Conduct benefits orientation meetings and enrollment of new employees in benefit plans.
- Coordinate annual open enrollment process, including making group presentations and preparing, distributing, and receiving materials and forms.
- Create and distribute monthly Sick-Leave-Bank audits
- Meet with campus insurance representatives on a quarterly basis at a minimum
- Interpret guidelines for the healthcare plan, workers compensation plan and other supplemental benefits and make decisions regarding those interpretations for participants.
- Complete all disability and death claims for submission to the appropriate carriers.
- Receive, review and input all notification of injury to self insured workers' compensation third party administrator with follow up correspondence to the injured worker
- Review all requests for salary reduction agreements, distribution requests, loan applications and any other requests related to the District's 403(b) and 457 plans.
- Plan annual Benefits Fair and Open Enrollment activities.
- Assist the Director compile data for response to unemployment claims.

Records, Reports, and Correspondence

- Prepare and verify the calculation of monthly premium statements for all group insurance policies.
- Prepare and process Sick Leave Bank yearly enrollment applications and requests.

- Maintain all physical and computerized health insurance records and assist with required data entry.
- Revise and update healthcare handbook on an annual basis, as well as any handouts, notices and brochures for other benefit plans as needed.
- Prepare and process Family Medical Leave request for all employees.

Budget

- Manage budgets for all funds associated with the program.
- Maintain accurate inventory and purchasing records.

Safety and Training

- Establish and implement entry level and ongoing training programs for team members.

Documentation

- Maintain accurate documentation.

Other

- Perform other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Staff members assigned to the team.

PHYSICAL REQUIREMENTS/WORKING CONDITIONS

The physical demands, work environment factors and mental functions described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Physical Demands: While performing the duties of this job, the employee is occasionally required to stand, climb or balance, stoop, kneel, crouch, or crawl.. The employee must regularly lift and/or move up to 40 pounds.

Work Environment: While performing the duties of this job, the employee will work primarily in offices, hallways, gyms, classrooms, bathrooms, shops, playgrounds, cafeterias, portable buildings and pool environments. The Employee may be required to work from a remote location in the event of a district shut-down or other event.

Mental Functions: While performing the duties of this job, the employee is regularly required to communicate, compare, analyze, coordinate, instruct, evaluate, and use interpersonal skills. Occasionally required to compile, copy, compute and negotiate.

Employee Printed Name: _____

Employee ID Number: _____

Signature: _____

Date: _____