Poudre School District

HUMAN RESOURCES DEPARTMENT

JOB DESCRIPTION

Job Title:	**Benefits Coordinator I/II**	FLSA Status:	**Non-Exempt**
Job Family:	**Classified – Support Services Administrative**	Pay Range:	**SS55H (I) - SS68H (II)**
Prepared/Revised Date:	**February 26, 2026**	Job Code:	**32908 (I) - 32906 (II)**

SUMMARY: Responsible for ensuring the timely and ongoing compliance of all leave of absence claims including managing and administering all claims activities related to leaves of absence; review, develop and recommend claims-related operating practices, policies, and procedures. Maintain and ensure struct adherence to Health Insurance Portability and Accountability Act (HIPAA) regulations and district policies and procedures when dealing with matters of highly personal nature. Lead and manage the day-to-day administration of the district's benefits function including medical, dental, vision and life insurance, deferred compensation programs, short- and long-term disability, leave of absence and retirement programs. Coordinate and support operations of the benefits team including providing necessary training. Develop and implement new administration and system processes to achieve better efficiency and effectiveness. Recommend policy or plan changes.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Frequency of duties, percent of time and work year may vary based on department or building assignment. This job description is not intended to be all inclusive and the employee will also perform other reasonably related duties as assigned by the supervisor.*

The following levels are differentiated by the scope of responsibility, degree of independence, and complexity of assigned work:

Benefits Coordinator I – Independently manage the full lifecycle of leave of absence processing from initiation through completion. Effectively communicate and administer benefits processes related to eligibility, leaves of absence, retirements, and complex claims issues. Evaluate existing processes and recommend improvements. Provide guidance and direction to Benefits Technicians. Maintain comprehensive knowledge of federal and state laws and regulations.

Benefits Coordinator II – Coordinate and lead daily operations of the benefits team. Oversee and manage all leave of absence systems and processes Serve as the primary liaison between PSD and benefits vendors. Maintain comprehensive knowledge of federal and state laws and regulations. Partner with the Assistant Director of Benefits on annual open enrollment, weekly account reconciliations, requests for proposals (RFPs), monthly Benefits Committee meetings, and annual employee notifications.

1. Manage, coordinate, and ensure compliance with the district's leaves of absence policies (medical, family, extended, classified student teacher, military) in accordance with the Employee Agreement and federal laws as they pertain to FMLA and USERRA. Administer and track FMLA, short-term, and long-term disability; calculate and audit available leave hours. Communicate policies and procedures to employees taking a leave of absence. Process necessary paperwork for payroll, human resources (Board of Education), and specific sites/departments to ensure proper notification of the employee's leave and return, when a medical release is required, and/or an employee has restrictions/limitations. Coordinate with ADA Coordinator on potential ADA accommodations. Manage and track employees on leave and their premium payments.
2. Identify, evaluate and manage day-to-day relationships with vendors, consultants, and third-party administrators to ensure compliant and efficient plan administration. Function as primary liaison between employees and third-party administrators to resolve escalated, complex service/claim issues, discrepancies, and concerns. Develop and maintain productive and collaborative working relationships with third-party disability administrators on disability claim issues and processes. Enter pre-disability information into the third-party administrators claim system. Coordinate with PERA regarding employees that may qualify for disability retirement benefits.
3. Advise and counsel employees on benefit related issues in accordance with Summary Plan Descriptions and the Employee Agreement. Serve as primary point of contact for leaves of absence, retirements, and addressing complaints and resolving problems. Lead and manage day-to-day operations of the benefits function including medical, dental, vision and life insurance, deferred compensation programs, leaves of absence and retirements with decision making authority for items impacting benefits administration. Assist employees in understanding the interplay between the District and Public Employees' Retirement Association (PERA).
4. Coordinate, plan, and assign daily work to Benefit Technicians; this includes providing appropriate training, assigning projects, maintaining quality assurance, documenting procedures, and implementing new administrative processes to achieve efficiency and ensure accuracy.
5. Maintain current and comprehensive knowledge of laws and regulations applying to the Family and Medical Leave Act (FMLA), COBRA, HIPAA, ACA, CAA, HFWA, Colorado FAMLI, and employee benefits plans. Effectively communicate with employees in an easily understandable manner. Provide required annual notifications to employees as required by governmental entities.
6. Assure compliance with HIPAA laws to protect member health records and maintain confidentiality to mitigate potential liability against the district. Maintain related Business Associate Agreements as required. Provide annual training as required by governmental regulations.
7. Analyze, track, and reconcile monthly vendor reports including medical, dental, life, vision, disability, stop loss, FSA, COBRA, wellness portal, and the employee clinic. Authorize vendor payments.
8. Create and implement new policies, procedures, and plan design changes to increase accuracy and efficiency and for recommendation to District's Benefits Committee. Assist Assistant Director of Benefits with request for proposals, the Benefits Committee, and the annual negotiations and renewal processes. Report, monitor, research and analyze benefits dates to assure compliance with required ACA reporting.

9. Lead the drafting, updating, revising, and composing of the legal summary plan documents for all benefits. Develop and maintain the Benefits Services websites. Assist in design and implementation of the online benefit enrollment system. Ensure accurate benefit systems, files, and databases are maintained. Support employee wellness programs.
10. Collaborate with other PSD departments to deliver communication to ensure employees understand all benefits, leaves, and retirement options available. Plan, create, design and distribute effective and extensive employee communications regarding all benefits including medical, dental, life, disability, leaves of absence, and retirement. Develop, schedule and present at new employee orientations, as needed. Coordinate annual open enrollment including updating, distributing materials, and posting materials on the Benefits Services website.
11. Determine eligibility and notify eligible participants for the Classified Career Incentive Program. Conduct retirement meetings and process retirements according to District policy, PERA, and governmental regulations.
12. Perform other duties as assigned.

COORDINATOR I - EDUCATION AND RELATED WORK EXPERIENCE:

- Associate's degree or two-year college certification in Human Resources, Business or related field
- Three (3) or more years of experience in benefits administration, including the coordination of employee of leave of absence programs such as FMLA and other protected leaves of absence
- Equivalent combination of education and experience acceptable

COORDINATOR I - LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire
- Valid US driver's license
- Certified Employee Benefit Specialist (CEBS) certification preferred

COORDINATOR II - EDUCATION AND RELATED WORK EXPERIENCE:

- Associate's degree or two-year college certification in Human Resources, Business or related field
- Two (2) or more years of experience working in education or with state, federal, or municipal government, or similar large public entity
- Four (4) or more years of experience in benefits administration, including the management of employee leave of absences programs such as FMLA and other protected leaves of absence
- Equivalent combination of education and experience acceptable

COORDINATOR II - LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire
- Valid US driver's license
- Certified Government Benefits Administrator (CGBA) certification required

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Effective oral and written communication skills
- English language skills
- Interpersonal relations skills
- Math skills
- Customer service skills
- Critical thinking and problem-solving skills
- Bilingual oral and written communication skills preferred
- Ability to maintain confidentiality in all aspects of the job
- Ability to work independently with limited supervision and exercise independent judgment
- Ability to manage multiple priorities
- Ability to manage multiple tasks with frequent interruptions
- Ability to diffuse customer conflict
- Strong attention to detail and accuracy
- Knowledge of federal, state, and local laws concerning insurance coverage and benefit plans
- Knowledge of FMLA, COBRA, HIPAA, ACA, CAA, HFWA, Colorado FAMLI, and District policies as they relate to leaves of absence, leave time, and benefits
- Understanding of Public Employees' Retirement Association (PERA) rules and regulations
- Ability to maintain honesty and integrity in all aspects of the job
- Ability and willingness to adhere to attendance requirements, including regular and punctual employee presence
- Ability to promote and follow Board of Education policies, District policies, administrative guidelines and building and department procedures
- Ability to communicate, interact and work effectively and cooperatively with people from diverse ethnic and educational backgrounds
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment, and report unsafe conditions to the appropriate administrator

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Operating knowledge of and experience with personal computers and peripherals
- Operating knowledge of and experience with Microsoft Office and/or other department software packages
- Operating knowledge of and experience with standard office equipment, such as telephones, copier, fax machine, E-mail, etc.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	# of EMPLOYEES
Reports to:	Assistant Director Benefits	
Direct reports:	This job has no direct supervisory responsibilities.	

- Responsible for assisting with interviewing, hiring, and training employees; coordinate, plan, and assign work to Benefits Technicians.

STANDARD PHYSICAL DEMANDS & WORKING CONDITIONS: *Poudre School District is committed to the full inclusion of all qualified individuals. As part of this commitment, Poudre School District will ensure that qualified individuals with disabilities are provided reasonable accommodations. If reasonable accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact ada@psdschools.org.*

PHYSICAL ACTIVITIES:	**Amount of Time**			
	None	**Under 1/3**	**1/3 to 2/3**	**Over 2/3**
Stand		X		
Walk		X		
Sit				X
Use hands to finger, handle or feed				X
Reach with hands and arms			X	
Climb or balance	X			
Stoop, kneel, crouch, or crawl		X		
Talk				X
Hear				X
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	**Amount of Time**			
	None	**Under 1/3**	**1/3 to 2/3**	**Over 2/3**
Up to 10 pounds		X		
Up to 25 pounds		X		
Up to 50 pounds		X		
Up to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	**Amount of Time**			
	None	**Under 1/3**	**1/3 to 2/3**	**Over 2/3**
Compare			X	
Analyze			X	

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Communicate				X
Copy		X		
Coordinate			X	
Instruct		X		
Compute			X	
Synthesize		X		
Evaluate			X	
Interpersonal Skills			X	
Compile			X	
Negotiate		X		

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock	X			
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	
Depth perception	
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	

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Quiet	X
Moderate	
Loud	
Very Loud	