



Benefits Administrator

Department: Human Resources

Job Code: 210-08

Reports to: Director of Human Resources

FLSA: Non-Exempt

Grade 8; Range \$35,536.51 to \$53,304.78

Supervises: None

Revised: 05/27/14

SUMMARY

This position is responsible for administering the daily operations of the Company's group benefit programs (i.e. group health, dental, vision, short-term and long-term disability, worker's compensation, life insurance, flexible spending plans, 401(k) and retirement plan). In addition, this position is responsible for educating employees on the Company's benefit offerings and developing and administering a wellness strategy and initiatives.

MINIMUM REQUIREMENTS FOR POSITION:

- High school diploma or equivalent required
 - Bachelor's degree preferred
 - A minimum of three years of experience in administering and processing benefit programs required
 - Comprehensive and demonstrated working knowledge of applicable laws and regulations regarding health and welfare benefits (i.e. ERISA, COBRA, HIPPA, taxation) required
 - Understanding and familiarity with benefit programs and benefit providers (medical/dental/life insurance, short term disability, long term disability, retirement plans) required
 - Superior customer service skills with the ability to establish and maintain relationships with internal and external customers
 - Excellent analytical skills and ability to make sound recommendations to management
 - Excellent computer skills relevant to Microsoft Office Suites (i.e. Word, Excel, Outlook)
 - Basic knowledge of employee record keeping
 - Strong oral and written communication skills necessary
 - Flexible, able to adapt to change while prioritizing tasks and efficiently managing time
 - Proven time management and problem solving skills
 - Ability to handle difficult situations and exercise appropriate judgment in a timely and professional manner
 - Ability to maintain a high level of confidentiality
 - Well organized
 - Attention to detail
 - Highly motivated and committed individual
 - Ability to work independently with minimal supervision as well as within a team environment
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PRIMARY ACTIVITIES AND RESPONSIBILITIES:

- Oversee and process employee benefit elections, including the processing of enrollments, life event changes, and the general maintenance of employee benefit files.



- Respond to general benefit administration inquiries by providing timely, effective and accurate information to current and former employees and retirees.
- Develop communication tools to enhance understanding of the company's benefits package and any plan changes.
- Develop and administer the annual health and welfare benefit enrollment process for active employees and retirees.
- Maintain 401(k) and pension plan in coordination with plan administrators; enroll and process employee requests for changes in contribution. Process approved 401(k) loan and distribution requests.
- Develop and administer a wellness strategy that is impactful and aimed at ensuring employee engagement in continually improving personal health.
- Design, develop and maintain the delivery of relevant wellness programs and initiatives.
- Implement, analyze, and report on wellness metrics and analytics to ensure understanding of impact and outcomes against program objectives.
- Process and manage leaves of absence (FMLA, Short Term Disability, and Long Term Disability).
- Process and maintain Worker's Compensation and Life Insurance Death claims.
- Reconcile bank accounts owned by the Human Resources department (i.e. ESPP, FSA, and Helping Hand Fund).
- Document, maintain and update benefit administration processes and procedures as well as identifying process improvement opportunities.
- Negotiate with plan providers and make recommendations regarding the best choice in accordance with company goals.
- Ensure employee records are properly maintained, archived and stored, based on compliance with applicable legal requirements and record retention guidelines.
- Complete appropriate forms and update appropriate business partners (i.e., Payroll, plan administrators) regarding changes including, but not limited to; new hires, transfers, promotions, and restructures.
- Collect and maintain all required employee forms.
- Prepare documents for employee terminations/retirements.
- Screen calls and provide problem solving support to employees.
- Perform plan audits and assure timeliness and accuracy of required tax filings.
- Serve as primary contact for plan vendors in the timely administration of inquiries and billings.
- Maintain current knowledge of industry regulations, requirements and trends by attending seminars, member associations and reading trade periodicals.
- Serve as back-up support for HR team.
- Maintain codes on EOD and Reg 0 bank accounts.
- Serve as administrator of National Mortgage Licensing System. Responsible for registering new lenders as well as terminating current registrants.
- Other such duties as assigned.
- Maintain compliance with and adhere to all state and federal regulations and bank policies and procedures, including, but not limited to Bank Secrecy Act, FACT ACT, Community Reinvestment Act, and EEO/AA/Fair Employment Practices.