
JOB DESCRIPTION: BENEFITS SPECIALIST

DEPARTMENT:	Talent Management - Human Resources	REPORTS TO:	Manager, Compensation & Benefits
JOB CLASS:	Specialist	PAY GRADE:	18
EXEMPT STATUS:	Exempt	DATE:	3/21/2011

Our Mission is to deliver a high quality, technology-based education that provides the skills and knowledge students need for success in the 21st century.

POSITION GENERAL SUMMARY:

Under the direction of the Manager, the Benefits Specialist performs professional level human resources duties in the administration of employee benefits programs. The Benefits Specialist implements and administers assigned program responsibilities, conducts research, analyzes data and prepares metrics and reports, and assists employees with benefit enrollment website issues. The Benefits Specialist oversees all benefits related billing, including invoices for payment and payroll reconciliation. The Benefits Specialist initiates all workers compensation notice of injuries, oversees Family Medical Leave Act (FMLA) administration, and provides guidance to employees and management on all leave requests and return-to-work requests. The Benefits Specialist performs a full range of duties and responsibilities with minimal supervision and instruction and a high degree of confidentiality.

ESSENTIAL POSITION FUNCTIONS:

- Research and stay abreast of all applicable state and federal laws and regulations as related to area of assignment
- Oversee changes to employee benefits, including life events, new hire enrollment and employment terminations
- Assist the Manager with the planning and roll-out of the annual benefits open enrollment period; ensure timely and accurate benefits updates to employee payroll
- Assist the Manager with new hire orientation and the delivery of any/all pre-recorded presentations, publications, brochures, etc...
- Provide "tier-2" support to the Benefits Technician for answering and resolving employee issues, questions and complaints with regard to benefits programs
- Initiate exit information to the Cobra carrier and calculate necessary payroll adjustments for terminations as needed
- Coordinate and oversee proper handling of insurance billing and payments
- Coordinate the biweekly payroll files to/from the benefits enrollment website and the payroll system, making applicable payroll adjustments as necessary
- Perform frequent audits of insurance bills to ensure accuracy in payments and in payroll contributions and deductions
- Administer leave of absence programs, specifically FMLA, ensuring legal compliance; update leave-related policies and procedures as required; educate employees and managers on policy and applicable law; create monthly "leaves report" for the FLVS Board of Trustees; coordinate monthly inbound and outbound files to/from the payroll system and the FMLA tracking vendor

- Make recommendations regarding reasonable accommodation requests in conjunction with Manager, Compensation and Benefits, and legal review when needed
- Process disability, life and industrial accident claims
- Oversee in-state and out-of-state worker's compensation policies/coverage and timely premium payments
- Receive and log all stop-loss reimbursement checks, pharmacy rebate checks, and retiree health payments for processing by AR
- Assist payroll, legal, records management and staffing personnel in gathering information for unemployment compensation claims, child support orders, wage garnishments, etc... as it relates to benefits enrollment
- Participate in the development of wellness initiatives and activities
- Draft and maintain current standard operating procedures for all pertinent job duties
- Track and report monthly department metrics
- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrating respect for others
- All work responsibilities are subject to having performance goals and/or targets established

(These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as required.)

MINIMUM REQUIREMENTS:

Education:

- Bachelor's Degree in Human Resources, Business Administration, Public Administration or a related field, or equivalent combination of education and relevant experience

Experience:

- Three years' Human Resources experience, specifically in employee benefits administration
- Experience in public sector or with an FRS employer, preferred

Knowledge, abilities and skills:

- Knowledge of the principles, methods, and techniques of human resource administration related to the area of employee benefits
- Knowledge of current applicable federal, state, school district laws, codes and regulations related to benefits programs, specifically FMLA, Cobra, HIPAA, PPACA and worker's compensation laws, regulations and best-practices
- Ability to interpret, explain and apply applicable laws, codes and regulations, and to provide quality guidance to management and executive level staff
- Demonstrated ability to exercise good judgment and make appropriate decisions within established guidelines
- Strong verbal and written communication skills, and presentation skills
- Ability to work independently and as a team member
- Ability to prioritize tasks and follow through with employee and customer request for assistance

CORE COMPETENCIES FOR SUCCESS:

COMMUNICATION SKILLS <i>Clearly and effectively conveys and/or presents information verbally; summarizes what was heard to mitigate miscommunication; Shares ideas and perspectives and encourages others to do the same; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; Effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems in a timely manner; Writes in a clear, concise, organized and convincing way for a variety of target audiences; The written message is consistently error-free; The written message has the desired effect on the target audience</i>	CUSTOMER FOCUS <i>Prioritizes customers (internal and external) and their needs as primary and is dedicated to meeting their expectations; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer</i>
INTERPERSONAL SKILLS <i>Relates well with others; Treats others with respect; Shares views in a tactful way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers</i>	FUNCTIONAL /TECHNICAL EXPERTISE <i>Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise and technology; Picks up on technology quickly; Does well in technical courses and seminars; Produces high quality work in organized and timely fashion</i>

INDIVIDUAL CONTRIBUTOR COMPETENCIES FOR SUCCESS:

PEER RELATIONSHIPS <i>Finds common ground and solves problems for the good of all; Can represent his/her own interests and yet be fair to other groups; Solves problems with peers with minimal "noise"; Is seen as a team player and is cooperative; Easily gains trust and support peers; Encourages collaboration; Is candid with peers</i>	CREATIVITY <i>Comes up with a lot of new and unique ideas; Easily makes connections among previously unrelated notions; Tends to be seen as original and value-added in brainstorming sessions; Takes calculated risks; Is not afraid to try new things and potentially "fail fast"</i>
SELF KNOWLEDGE <i>Seeks feedback; Gains insight from mistakes; Is open to constructive criticism; isn't defensive; Proactively seeks to understand his/her strengths and areas for growth; applies information to best serve organization; Recognizes how his/her behavior impacts others and incorporates insight into future interactions</i>	PLANNING <i>Accurately scopes out length and difficulty of tasks and projects; Sets objectives and goals; Breaks down work into the process steps; Develops schedules and task/people assignments; Anticipates and adjusts for problems and roadblocks; Measures performance against goals; Evaluates results</i>
ORGANIZING <i>Uses his/her time effectively and efficiently; Concentrates his/her efforts on the more important priorities; Can attend to a broader range of activities as a result of organizing time efficiently; Can marshal resources (people, funding, material, support) to get things done; Can orchestrate multiple activities at once to accomplish a goal; Arranges information and files in a useful manner</i>	PROBLEM SOLVING <i>Uses rigorous logic and methods to solve difficult problems with effective solutions; Probes all fruitful sources for answers; Can see hidden problems; Is excellent at honest analysis; Looks beyond the obvious and doesn't stop at the first answers</i>
DRIVE FOR RESULTS <i>Can be counted on to exceed goals successfully; Very bottom-line oriented; Steadfastly pushes self and others for results; Is full of energy for the things he/she sees as challenging; Not fearful of acting with a minimum of</i>	

<i>planning; Consistently seizes opportunities; Consistently exceeds goals</i>
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PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:

- Location: Orlando office
- Frequency of travel: Occasional travel is required for meetings, trainings and conferences; location may vary and may require overnight stays
- Light physical activities and efforts as required working in an office environment

(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)

FLVS does not discriminate in admission or access to, or treatment or employment in its programs and activities on the basis of race, color, religion, age, sex, national origin, marital status, disability, genetic information or any other reason prohibited by law.