



DEPARTMENT OF HUMAN RESOURCES

City Hall | 340 North Washington Avenue | Scranton, PA 18503 | 570.348.4246

BENEFITS COORDINATOR

Human Resources

GENERAL DESCRIPTION

The benefits administrator position is responsible for directing and planning the day to day operations of group benefit programs (group health, dental, vision, short-term and long-term disability, worker's compensation, life insurance, travel and accident plan, flexible spending plan, 401(k) plan and retirement plan). This position also provides excellent customer service and quality benefit plans. The benefits administrator also supervises and monitors benefit administration, and provides analytical and technical support in the delivery of the benefit programs.

DUTIES AND RESPONSIBILITIES

- Serve as primary contact for plan vendors and third party administrators.
- Coordinate transfer of data to external contacts for services, premiums and plan administration.
- Investigate discrepancies and provide information on non-routine situations.
- Document and maintain administrative procedures for assigned benefit processes.
- Ensure compliance with applicable government regulations (i.e. HIPPA, FMLA, ADA, COBRA, etc.).
- Assure accuracy and timeliness of required filings.
- Manage various liability, property and specialty insurance policies.
- Assist in the administration of worker's compensation insurance program.
- Coordinate daily benefit processing.
- Enrollments, COBRA, terminations, changes, beneficiaries, disability, accident and death claims, hardships and compliance testing.
- Oversee maintenance of employee benefit files and updating of employee payroll records.
- Allocate group health and dental claim experience monthly and review quarterly.
- Implement and maintain group benefits databases.
- Prepare regular benefit reports extracting data from the databases.
- Provide customer service support to internal and retired employees.
- Develop communication tools to enhance understanding of the company's benefits package.
- Design and distribute materials for benefit orientations, open enrollment and summary plan descriptions.
- Other related, necessary duties as required by the Department Director/Supervisor.

REQUIRED TRAINING, EXPERIENCE, KNOWLEDGES, SKILLS AND ABILITIES

High School graduate or equivalency.
Benefit administration experience preferred.
Excellent communication and organization skills.

Proven ability to work effectively in a team environment with associates.

Capability of effective planning and priority setting.

Ability to manage several complex projects simultaneously while working under pressure to meet deadlines.

Computer proficiency and technical aptitude to utilize Microsoft Office Suite is required.

Ability to learn benefit contract language.

Ability to learn all pertinent federal and state regulations, filing and requirements both adopted and pending affecting employee benefit programs, including COBRA, FMLA, ADA, Section 125, Worker's Compensation, Medicare, Social Security and DOL requirements.