

GARRETT COUNTY GOVERNMENT

JOB DESCRIPTION

JOB TITLE: Benefit Coordinator
DEPARTMENT: Human Resources
REPORTS TO: Director of Human Resources
FLSA STATUS: Exempt

SUMMARY: The employee benefit coordinator is responsible to maintain Garrett County Government benefit plans. Benefit plans may include but not all inclusive: group health, dental, vision, long term disability, accidental death and dismemberment, life insurance, employee assistance program, deferred compensation, flexible spending, and retirement plans. Assists employees, retirees and beneficiaries with benefits enrollment and inquiries, verifies all insurance billing, maintains employee database, and files, and ensures compliance with required benefit notices. Assist with new employee onboarding and any other human resources-related functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Provide service and support to employees, retirees, and beneficiaries, serving as primary contact between benefit plan vendors.
2. Administer various employee benefits programs, such as group health, flexible/health spending accounts, dental and vision, accident and disability, life insurance, supplemental insurance, deferred compensation, and wellness benefits.
3. Develop benefit information and statistical and census data for transfer of data for services, premiums, and plan administration.
4. Responsible for enrollments, COBRA, terminations, changes, beneficiaries, disability, accident and death claims and retirement quotations for pension and health insurance.
5. Prepares and executes retirements for employees in the Maryland State Retirement Plan, Garrett County Government Personnel Retirement Plan, Garrett County Law Enforcement Retirement Plan and DROP along with transfers into or out of the retirement plans.
6. Handles benefit inquiries and complaints to ensure quick, equitable, courteous resolutions for employees, retirees, and beneficiaries.
7. Works effectively to make sure benefit plans run smoothly, investigate discrepancies, and provide information in non-routine situations, including benefit plan changes and benefit cost changes.
8. Assist in preparing and delivering benefits orientation to new hires, separated employees and during open enrollment.
9. Create and conduct employee meetings with presentation with distribution of materials for benefits orientations, open enrollment, and summary plan descriptions to enhance utilization of plans and available benefits to employees, retirees and beneficiaries.
10. Prepares reports and applications pertaining to benefits required by law to assure compliance with state and federal regulations.
11. Reviews and analyzes changes to state and federal laws pertaining to benefits and reports or suggests necessary changes.
12. Posses a thorough understanding of Medicare, Medicaid, Medicare Supplement and Social Security.
13. Assist retirees with their Health Reimbursement Account (HRA).
14. Prepare and maintain employee files, assuring accuracy, compliance with applicable legal requirements and confidentially. i.e: unemployment claims, verifications, 19 status and state and federal regulations.

15. Maintains, benefits, demographic, and other human resources-related data on employees in the human resource information system and compiles excel reports from the database.
16. Assist with the review and response to unemployment claims with appropriate documentation. Review monthly unemployment statements.
17. Maintain employee benefits filing systems and ensure benefits changes are entered timely and appropriately in payroll system for payroll deduction in accordance with bi-weekly pay schedules.
18. Prepare and maintain bi-weekly employee listings, non-compensable employees, new hire, and absentee reports.
19. Maintains the integrity and confidentiality of human resource files, records and information.
20. Provide support to other the Human Resource personnel.
21. Other duties as assigned.

QUALIFICATIONS:

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must be proficient in applications of Microsoft Office, particularly in excel formats and formulas for reporting purposes and other applicable data management applications to create/maintain data entry/reporting processes. Have detailed knowledge of policies and procedures and benefit packages or the ability to acquire knowledge. Must be able to react to change productively and other essential tasks as assigned.

- ❖ Problem solving—the individual identifies and resolves problems independently in a timely manner and gathers and analyzes information skillfully.
- ❖ Interpersonal Skills—excellent customer service skills while maintaining strict confidentiality, remains open to others' ideas and exhibits willingness to try new things.
- ❖ Verbal communication—the individual speaks clearly and persuasively in positive, negative, sensitive, and stressful situations, demonstrates group presentation skills and conducts meetings.
- ❖ Written Communication—the individual edits work for spelling and grammar, presents numerical data effectively and can read and interpret written information.
- ❖ Planning/organizing—the individual prioritizes and plans work activities, uses time efficiently and develops realistic action plans. Has strong organization skills to manage large volumes of paperwork and duties.
- ❖ Quality control—the individual has a keen eye for detail and demonstrates accuracy and thoroughness and monitors own work to ensure quality and consistently meet deadlines, especially with bi-weekly payroll.
- ❖ Adaptability—the individual adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays, unexpected events and work with many interruptions.
- ❖ Dependability—the individual is reliable and consistently in the office and on time, follows instructions, responds to management direction, and solicits feedback to improve performance. Adherence to the bi-weekly payroll schedule for entry of personnel data and prepare supporting documents for payroll.
- ❖ Safety and security—the individual actively promotes and personally observes safety and security procedures and uses equipment and materials properly.

EDUCATION and/or EXPERIENCE:

- ❖ High school diploma or GED.
- ❖ Bachelor's Degree in Business, Human Resources or other related field preferred.
- ❖ Minimum three (3) years' experience in human resources or benefit administration support.
- ❖ Experience involving access to confidential information is required.

LANGUAGE SKILLS:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, employees, retirees, vendors and the general public.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITIES:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS:

Valid Driver's License

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to use hands and fingers to handle, feel or operate objects, tools, or controls, and to reach with hands and arms. The employee is frequently required to stand, talk, and hear. Prolonged periods sitting at a desk and working on a computer. The employee must occasionally lift and/or move up to 15 pounds.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.