

Job Title	Employee Benefits Representative
Job Code	
Exempt Status	Exempt
Position Status	
EEO Classification	

Job Summary

The Employee Benefits Representative, under general supervision, provides assistance in the utilization and understanding of benefit plans. Serves as a resource for employee benefits information and processes, which may include new employee benefit orientation, counseling employees and retirees on group insurance or other employee benefit options, resolving claim issues, entering benefit information into a database, reviewing and resolving benefit reports, and assisting with annual benefit enrollment processes.

Essential Duties and Responsibilities

- Provides basic counseling and information to employees and retirees for group medical and life insurance options and other employee benefits, including leave without pay. Consolidated Omnibus Budget Reconciliation Act (COBRA), disability, retirement, and spending accounts.
- Serves as a resource and assists with new employee benefits orientations. Processes new hire and annual enrollment paperwork.
- Assists employees and retirees in resolving insurance-related benefits issues, correcting data, processing forms, and coding information into a database in accordance with System policies and regulations. Reviews daily, weekly, and monthly reports to address error messages. Monitors and resolves database errors and warnings.
- Assists in administration of the COBRA process, including reviewing reports to verify COBRA rights have been extended to employees in response to employment actions impacting benefits eligibility, maintaining databases for correct COBRA billing, and processing COBRA election forms.
- Maintains retiree billing system by entering data and maintaining the database and draft/billing of insurance benefits for retirees, leave-without-pay employees, and survivors. Mails monthly, quarterly, semi-annual, and annual bills. Posts payments to billing system and prepares checks for deposit to accounting system. Collects payment for insufficient checks and bank drafts and collects past due accounts. Assists retirees and surviving spouses with online bank draft and insurance coverage questions.
- Works directly with employees and carrier representatives to resolve claims issues, including follow up with problem cases. Participates in planning for Annual Enrollment period. Reviews Annual Enrollment forms for accuracy and resolves discrepancies. May lead Annual Enrollment meetings. Assists in benefit communications, special programs, health fairs, etc.

This document represents the major duties, responsibilities, and authorities of this job, and is not intended to be a complete list of all tasks and functions. Other duties may be assigned.

Additional Responsibilities

Minimum Requirements

Education – Bachelor's degree in applicable field or equivalent combination of education and experience.

Experience – One year of related experience.

Knowledge of – Knowledge of word processing, spreadsheet, and database applications.

Ability to – Ability to multitask and work cooperatively with others. Ability to work with sensitive information and maintain confidentiality. Strong verbal and written communication skills.

Licensing / Professional Certification – None

Physical Requirements – None.

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

Supervision of Others

This position generally does not supervise employees.

Other Requirements

- This position is required to handle Protected Health Information (PHI) as defined by HIPPA regulations, in accordance with system policy and further required to complete HIPPA training as a condition of employment within a reasonable timeframe after the individual's employment and on an as-needed basis thereafter.

Approved by:	
Date approved:	
Reviewed:	