

**A L A M O
C O L L E G E S****JOB TITLE** Benefits Coordinator
JOB CODE 45252**GRADE:** S08
FLSA STATUS Non-Exempt**JOB SUMMARY:**

Responsible for managing, educating, reviewing, investigating, verifying, processing and responding to inquiries. Provides complex support in the administration of employee benefits programs.

ESSENTIAL JOB FUNCTIONS:

- Informs and advises employees and supervisors of rights, responsibilities and options available to them due to a Leave of Absence, short/long term disability, Life Insurance Waivers/Claims and Retirement. Tracks, assists, reviews, approves, analyzes and communicates with employees regarding same. Understands and remains current on related news, laws, regulations, policies and practices affecting employee benefits and HRIS.
- Responds to and provides daily customer service support, communication and correspondence to inquiries and acts as liaison between employees, service providers, and other companies/individuals regarding benefits and provides timely, courteous resolutions to employee issues. Conducts exit interviews with terminating/retiring employees to explain benefits options. Maintains accurate employee information and benefit records in personnel files and payroll systems.
- Completes, verifies and investigates accuracy of benefits elections, changes, extensions and terminations in the Employees Retirement System of Texas (ERS), the Teacher Retirement System of Texas (TRS) and HRIS systems. (HRS).
- Conducts new employee benefit orientation including, but not limited to, health, dental, life, short/long term disability, retirement, flexible spending accounts, Employee Assistance Program (EAP), Leaves, Family Medical Leave Act (FMLA), Consolidated Omnibus Budget Reconciliation Act (COBRA) and annual enrollment.
- Reconciles ERS insurance coverage and HRIS records to verify and monitor the accuracy of employee benefit data; makes necessary postings, corrections, adjustments and overpayments.
- Performs other duties as assigned.

MINIMUM EDUCATION/EXPERIENCE:

- Associate's degree or equivalent in Human Resources or a related field or a combination of relevant experience, education and training that equates to the required degree.
- Two (2) years' of related experience.

PREFERRED EDUCATION/EXPERIENCE:

- Bachelor's degree in Human Resources or related field.
- PHR/SPHR/CEBS/CBP certification.

REQUIRED LICENSES AND CERTIFICATIONS

Must possess and maintain a valid Texas driver's License. Must be insurable through Alamo Colleges'

insurers.

KNOWLEDGE, SKILLS AND ABILITIES:

- Comprehensive knowledge of benefits programs (FMLA, COBRA, Retirement plans/annuities, Disability, etc.) laws, policies, procedures and regulations.
- Knowledge of the retention schedule for the local Government Records Act of 1989.
- Knowledge of various software programs including Banner, Microsoft Word, Excel, PowerPoint, and Outlook.
- Good oral/written communication, analytical, planning, organization, problem solving skills; detail-oriented.
- Ability to prioritize; meet deadlines; work with minimal or no supervision.
- Ability and skill in preparing and presenting programs to groups from diverse backgrounds.
- Ability to communicate effectively with all levels of employees, students, and the public.
- Ability in keeping accurate/detailed records and reports.
- Ability to exercise critical human relations skills and maintain a high level confidentiality.

SUPERVISION EXERCISED:

No supervisory responsibility for other employees.

PHYSICAL REQUIREMENTS:

Work is performed within routine office environment with no exposure to hazardous or unpleasant conditions. Physical demands are usually limited to sitting or standing in one location much of the time. Some stooping, lifting or carrying objects of light weight may be required.

Reviewed: 6/10/15

This job description is intended to describe the general nature and level of work performed by employees assigned to this classification. It is not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. Management retains the right to add or change the duties of the position at any time.