



Job Description **Benefits Specialist**

Department: Human Resources

Last Updated: 12/29/2021

Reports To: Benefits Manager

Classifications:

<input checked="" type="checkbox"/> Non-Bargaining Unit	<input checked="" type="checkbox"/> Exempt	<input type="checkbox"/> Supervisory	<input type="checkbox"/> Senior Staff
<input type="checkbox"/> Bargaining Unit	<input type="checkbox"/> Non-Exempt	<input type="checkbox"/> Non-Supervisory Management	<input type="checkbox"/> Executive Team

Supervises: n/a

Incumbent(s): vacant

Job descriptions are subject to modification to reasonably accommodate individuals with disabilities, depending on risk to health and safety of the employee and/or others. The basic requirement of every position is to perform all tasks as assigned. Duties and scope of position may change based on needs of the Company. This document does not create an employment contract, implied or otherwise.

GLE staff members are required to work in a safe manner in accordance with regulatory standards and requirements and with the procedures listed in the Cooperative's Safety Handbook.

Efficient and cooperative work is required of staff, which includes regular, dependable, punctual attendance except when prohibited by law, and timely and accurate performance of duties.

Position Summary:

Apply benefits and general HR expertise and business knowledge to administer employee and retiree benefits and leave programs, support regulatory compliance and to disseminate information.

Experience/Education:

- High school diploma or equivalence certificate in addition to proficiency with a wide range of employee benefit programs and human resources (HR) functions including related employment law and benefit regulations and administration typically attained through a Bachelor's degree in Human Resources and two or more years of experience, or equivalent experience/education.
- Proficiency with benefit and leave-related Company handbook/policies and Labor Agreement provisions, Company products, goals and plans; able to advise others regarding application.
- Competent with GLE cultural components and drivers, able to apply these to interactions and to advise and assist others in understanding and application.
- Proficient with Microsoft Office: Excel, Word, Outlook, PowerPoint, Access.
- Proficient with position specific software and equipment.
- Competent with electronic and traditional record-keeping and general office equipment.

Essential Duties/Responsibilities:

- Process day to day benefits, status and information changes such as marriages, retirement contributions, new or disqualified dependents, change of address, etc., and disseminate information to other departments and vendor partners as appropriate; aid in employee education of self-serve functions.
- Coordinate and administer Company and mandated employee leave programs, accommodations, and related regulations such as FMLA, STD, LTD, ADA, USERRA and WC to ensure proper classification, compliant practices, recordkeeping, leave tracking and timely

notification for employees of rights and responsibilities; assist with interpretation of related regulations.

- Determine and execute appropriate paid and unpaid leave-related transactions such as benefit continuation, suspension and re-enrollment as necessary. Draft related participant communications.
- Develop and conduct educational and enrollment meetings, programs and presentations covering benefit topics and various HR activities; provide direction and support for such vendor activities.
- Resolve routine HR/payroll related issues and questions; work to ensure employee understanding and consistency and compliance with Labor Agreement, Company policies and related regulations such as Fair Labor Standards Act (FLSA),
- Issue required individual and mass communications as directed in compliance with HR and benefit regulations (i.e. FMLA, ADA, FLSA, PPACA, COBRA, ERISA, HIPAA); maintain records and report as necessary. Draft and update electronic communications and information on the Wire.
- Assist HIPAA Compliance Officer as directed, evaluate needs and delivery of organizational privacy training and orientation; aid in development, implementation and compliance monitoring of related business associate agreements.
- Produce and distribute benefit materials and conduct educational and orientation meetings with new hires, transferring and retiring or separating employees as necessary or as directed.
- Produce and distribute open enrollment materials as directed by Benefits Manager.
- Timely prepare and file required reporting to ensure regulatory compliance such as PPACA, COBRA, ERISA, HIPAA. Maintain compliance calendar for benefit programs and issue appropriate reminders to department staff.
- Maintain and secure legally compliant department databases and records to ensure confidentiality of personnel, medical, and other active and inactive department files, compliant record retention, adherence to Company policy, and efficient access.
- Administratively support internal and external audits and investigations.
- Review details and verify accuracy or draft correction of group benefit rosters and provider invoices.
- Respond to authorized requests for information and records such as QDRO, QMCSO and court documents
- Assist benefits manager in coordinating and maintaining retiree health plan programs, including retiree HRA and associated plan documents.
- Provide administrative support regarding compliance of retirement plans, plan administration and plan restatements and documents.
- Research and stay abreast of education, technology, best practices and products relative to position responsibilities; share information and make recommendations as appropriate.

Significant Duties/Responsibilities:

- Document procedures for duties and responsibilities to support current and future departmental training needs.
- Contribute articles and ideas to Company newsletter.
- Provide administrative support for benefits committee activities and collective bargaining as directed.

Required Skills:

- Ability to effectively read, write and speak the English language to communicate in a clear,

straight-forward, and professional manner.

- Critical Thinking: using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Public Speaking: conveying information to an audience effectively through delivery of speeches or presentations.
- Active Listening: giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Active Learning: understanding the implications of new information for both current and future problem-solving and decision-making.
- Complex Problem Solving: identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Coordination: adjusting actions in relation to others' actions.
- Instructing: teaching others how to do something.
- Service Orientation: actively looking for ways to help people.
- Monitoring: monitoring/assessing performance of oneself, other individuals, or organizations to make improvements or take corrective action.
- Judgment and Decision Making: considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Systems Analysis: determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Time Management: managing one's own time.
- Troubleshooting: determining causes of operating errors and deciding what to do about it.
- Social Perceptiveness: being aware of others' reactions and understanding why they react as they do.
- Learning Strategies: selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- Quality Control Analysis: conducting tests and inspections of products, services, or processes to evaluate quality or performance.
- Persuasion: persuading others to change their minds or behavior.
- Negotiation: bringing others together and trying to reconcile differences.
- Project Management: organizing and directing production of a limited scope plan or undertaking.
- Mathematics: using mathematics to solve problems.

Attributes:

- Integrity: Exhibits a high degree of integrity and honesty.
- Diplomacy: able to use appropriate diplomacy and tact with members, customers and other contacts.
- Confidentiality: able to exercise discretion, confidentiality and objectivity in complex and sensitive situations.
- Oral Comprehension: able to listen to and understand information and ideas presented through spoken words and sentences.
- Speech Recognition: able to identify and understand the speech of another person.
- Written Comprehension: able to read and understand information and ideas presented in writing.
- Near Vision: able to see details at close range (within a few feet of the observer).
- Glare Sensitivity: able to see objects in the presence of glare or bright lighting.

- Time Sharing: able to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).
- Memorization: able to remember information such as words, numbers, pictures, and procedures.
- Selective Attention: able to concentrate on a task over a period of time without being distracted.
- Problem Sensitivity: able to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Deductive Reasoning: able to apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning: able to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Wrist-Finger Speed: able to make fast, simple, repeated movements of the fingers, hands, and wrists.
- Mathematical Reasoning: able to choose the right mathematical methods or formulas to solve a problem.
- Number Facility: able to add, subtract, multiply, or divide quickly and correctly.
- Information Ordering: able to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Category Flexibility: able to generate or use different sets of rules for combining or grouping things in different ways.
- Perceptual Speed: able to quickly and accurately compare similarities and differences among sets of letters, numbers, objects, pictures, or patterns. The things to be compared may be presented at the same time or one after the other. This ability also includes comparing a presented object with a remembered object.
- Fluency of Ideas: able to come up with a number of ideas about a topic (the number of ideas is important, not their quality, correctness, or creativity).
- Speed of Closure: able to quickly make sense of, combine, and organize information into meaningful patterns.
- Flexibility of Closure: able to identify or detect a known pattern (a figure, object, word, or sound) that is hidden in other distracting material.

Additional Preferences:

- aPHR, PHR, SHRM-CP, CBP or equivalent professional HR certification.

Problem Solving and Freedom to Act

Problems are moderately complex. Methods and procedures are loosely defined and require judgment to apply them to the work. Work is varied. Tasks may be unrelated.

Working Relationships/Contacts:

Requires contacts for the purpose of developing or communicating plans, coordinating activities or advising others. Gaining acceptance and influencing others may be necessary.

Internal: Peers, management

External: Peers, vendors, attorneys, federal government agencies, retirees, authorized participant family members, auditors, third party administrators