

# **BENEFITS AND RISK MANAGEMENT COORDINATOR**

## **GENERAL STATEMENT OF RESPONSIBILITIES**

Under general supervision, the Benefits and Risk Management Coordinator is responsible for coordinating day-to-day benefits and risk management activities. This includes reconciling health, dental, and vision insurance invoices with deduction registers. Ensuring vendors are paid appropriately, assisting employees and retirees in understanding coverage and plan design, processing payroll deduction forms, coordinating annual open enrollment, presenting at employee meetings, and ensuring enrollment forms are properly completed before payroll and vendor entry. Additionally, this position oversees all activities related to the City's Claims and Risk Program, including intake, investigation, and resolution of claims. This is a non-exempt position, reporting to the Human Resources Director.

## **ESSENTIAL JOB FUNCTIONS**

- Provides technical information and instruction regarding benefits coverage to employees and dependents; interprets and explains rules and procedures; answers questions; resolves problems, complaints, and issues; interfaces with vendors to facilitate the timely resolution of benefit problems.
- Provides information and materials to employees, vendors, and internal customers to facilitate and support the City's benefits program.
- Reconciles health, dental, and vision insurance plans, HSA, FSA, long-term and short-term disability, all supplemental benefits and vendor invoices against deduction registers to ensure appropriate employee payments and coverage; identifies discrepancies and implements corrective action to ensure appropriate resolution.
- Assists employees in understanding benefit plan designs and/or correcting claim problems with various insurance vendors and providers.
- Reviews and processes forms received from employees to ensure appropriate payroll deductions occur in a timely manner, including benefits enrollment forms, change forms, and/or other related items.
- Processes forms to ensure the timely payment of insurance premiums and vendor invoices.
- Identifies employees who are on leave and determines if insurance premiums are due to the City; notifies employees of premium amounts owed and ensures money is collected and deposited appropriately.
- Works with City-wide safety personnel to reduce potential liability involved with any of the following: on-the-job injury program, insurance requirements, and third-party claims administration.
- Conducts monthly meetings and as needed reports on City claims and risks to the Human Resources Director.
- Manages asset management for property and liability insurance renewals; works with vendors on property, liability, and workers' compensation insurance policy renewals and billing.
- Provides Employee Assistance Program (EAP) information and helps coordinate care referrals.
- Manages Family and Medical Leave Act (FMLA) and leave of absence processes.
- Handles OSHA reporting and responds to loss control survey recommendations.

- Performs other duties as assigned.

### **PERFORMANCE STANDARD**

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of confidentiality and ethics.

### **REQUIRED KNOWLEDGE**

- **Benefits Administration** - Comprehensive knowledge of practices, principles, theories, and techniques of benefits administration, including health, dental, vision, and other employee benefits programs.
- **Risk Management** - Knowledge of risk management practices, including claims intake, investigation, and resolution.

### **REQUIRED SKILLS**

- **Interpersonal Relationships/Customer Service** - Develops and maintains cooperative and professional relationships with contractors, employees, and the general public. Able to effectively handle routine inquiries and complaints from, or disputes with customers.
- **Computer Skills** - Utilizes a personal computer with word processing, spreadsheet, and related software to effectively complete a variety of administrative tasks with reasonable speed and accuracy. Knowledge of techniques in preparing reports and maintaining records.
- **Critical Thinking** - Using logic and reasoning to understand, analyze, and evaluate complex situations and research information to identify the strengths and weaknesses of alternative solutions, forecasting, conclusions, or approaches.

### **REQUIRED ABILITIES**

- **Time Management** - Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology.
- **Communication** - Excellent ability to listen and understand directions, information, and ideas presented through spoken word or writing. Ability to handle a variety of customer service issues with tact and diplomacy and in a confidential manner.

### **EDUCATION AND EXPERIENCE**

Requires a High School Diploma or GED with college coursework in a related field and two years of related benefits or insurance experience, preferably in a governmental agency. A college degree is preferred.

### **ADDITIONAL REQUIREMENTS**

An acceptable general background check to include a local and state criminal history check and a valid driver's license.

### **PHYSICAL REQUIREMENTS**

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing, and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at a keyboard or workstation.

#### **SENSORY REQUIREMENT**

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

#### **ENVIRONMENTAL EXPOSURES**

Essential functions are regularly performed without exposure to adverse environmental conditions.

#### **EQUAL EMPLOYMENT OPPORTUNITY STATEMENT**

The City of Spring Hill is an Equal Opportunity Employer. We do not discriminate on the basis of race, color, religion, sex, national origin, age, disability, genetic information, or any other characteristic protected by law. If you need assistance or accommodation due to a disability, please email Chris Clausi, HR Director at [cclausi@springhilltn.org](mailto:cclausi@springhilltn.org).

Please apply on our website: [City of Spring Hill - Job Opportunities \(paylocity.com\)](http://CityofSpringHill-JobOpportunities.paylocity.com)