

**BENEFITS COORDINATOR**  
**Human Resources**

**PURPOSE OF CLASSIFICATION:** The purpose of this classification is to provide responsive customer service to Knox County employees and internal departments while managing all benefit related eligibility processing. Duties include, but are not limited to: assisting Benefits Manager with planning and employee education as well as other issues as necessary; processing benefits forms; entering new information and changes into multiple systems, reviewing, verifying and auditing insurance/benefit billings on a monthly basis; conducting new hire orientation; providing responsive customer service; and performing additional duties as assigned by the Benefits Manager.

**ESSENTIAL FUNCTIONS:** The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Answers employee calls and walk-ins in a responsive and professional manner.  
Processes benefit applications, new hires, changes and transfers.  
Assesses and determines eligibility of applicants; assigns effective dates for benefits; communicates status of changes with employees.  
Conveys applicable follow up communications regarding applications, new hires and changes.  
Reviews employee status changes affecting benefit eligibility or file maintenance; such as termination of employment, reduction in hours, name/address changes, and department transfers.  
Ensures updates of benefit paper files, file labels, insurance systems and applicable third parties occur.  
Conducts new hire orientation on a bi-weekly basis.  
Oversees orientation process and recommends suggestions and improvements to Benefits Manager.  
Manages all third party benefit billings; requiring monthly review/reconciliation and frequent audits.  
Assigns and administers employee refunds/collecting premiums as appropriate.  
Serves as a liaison between third party benefit providers and employees (COBRA administrator, flexible spending administrator and other applicable entities).  
Collaborates with Payroll/Finance and other departments to ensure billing and payroll deductions are accurate.  
Oversees and identifies claim issues/trends by working with employee(s) and insurance companies to resolve applicable issues; then reports any issues and trends to Benefits Manager.  
Understands and applies benefit laws such as COBRA, HIPAA and other related benefit regulations/laws.  
Maintains, processes reports and reconciles billings in benefits software program (Lawson); troubleshoots program issues and recommends course of action and/or program enhancements.  
Assists in setting up or revising benefits plans in the benefits software program (Lawson).  
Creates and processes various reports on a frequent basis; identifies employee missing deductions and takes appropriate action as needed.  
Assists in training benefit assistant and department interns.  
Manages employee benefit files by ensuring files are updated, in order, accurate and properly documented.  
Orders, maintains, ensures all benefit supplies are in stock and supplied in both the front office areas and the supply room.  
Prepares, mails, and files various state and federal forms.  
Drafts and types letters, memos, and other human resources documents.  
Attends training and benefit educational events.  
Maintains strict confidentiality of departmental issues and documentation.  
Assists with wellness activities and general HR duties as assigned.

**ADDITIONAL JOB FUNCTIONS:** Responds to and reports immediately if called upon by local regional or central office supervisors, as part of a coordinated emergency response by the Knox County Department of Health.  
Performs other related duties as required.

**MINIMUM TRAINING AND QUALIFICATIONS:** High school diploma or GED; supplemented by college level course work or vocational training in benefits administration, secretarial science, business administration, or related field; supplemented by five (5) years or more experience involving benefits administration; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this position. Must be proficient in Microsoft Office.

**PHYSICAL REQUIREMENTS:** Must be physically able to operate a variety of office machines and equipment such as personal computers, printers, telephones, typewriters, calculators, photocopiers, fax machines, and transcribers. Must be able to use body members to work, move or carry objects or materials. Physical demand requirements are at levels of those for sedentary work.

**SALARY:** \$34,045.10 annually

**DEADLINE:** Applications must be received in the office by July 29, 2005 (4:30 p.m.)

If you need reasonable accommodations to complete an application or for an interview, please contact the Department of Human Resources. Some accommodations take several days to arrange. Please notify us early to make the arrangements

**Non-discrimination:** Knox County prohibits discrimination in employment on the basis of race, color, sex, age, religion, national origin, and disability status.