

Benefits Coordinator - Open Role

FLSA	Non-Exempt
Employment	40 hours/ wk
Manages	N/A
Reports To	HR Manager - Tonya Bartels

Job Summary

Reliant is looking for a Benefits Coordinator with customer service and benefits experience who is technologically and administratively skilled to join our Central HR team.

This position's responsibilities lie primarily in customer service and providing administrative and data processing support for the HR team regarding benefits for field employees. This will require a high level of detail-oriented work and the ability to understand and make connections between the big-picture employment and benefits functions and how they relate to payroll entry to accomplish the overall needs and goals of the HR department.

The ideal candidate would be a Christian who has benefits customer service experience and can efficiently and accurately input data within spreadsheets, databases, and websites, as well as being able to analyze and reconcile that data for invoice reconciliations for insurance bills.

Responsibilities

Benefits

- Benefits administration: new enrollments, life changes, terminations, Open Enrollment
 - Process additions, changes, and terminations of coverage on the appropriate vendor websites for medical, dental, life, and vision coverage
 - Process all medical waiver forms with the payroll software
 - Process all benefits additions, changes, and terminations within the payroll software
 - Entry for ACA Reporting and assists with annual submission of reports
 - Assist with the annual Open Enrollment Process
- Monthly Bill reconciliation of all benefits invoices for medical, dental, life, EAP, and vision insurance for Reliant's field employees
 - Monthly Journal Entry creation for benefits charges/refunds in correlation with the benefit invoice reconciliations
- Benefits-related customer service support: Program Teams, Employees, Brokers, Vendors, and Plan Contacts
 - Oversees the Benefits Inbox, setting up and delegating tasks and emails as needed
 - On-going communication/documentation of benefits additions, changes, and terminations
 - On-going communication with field employees related to their benefits eligibility and coverage
 - On-going communication with insurance vendors as needed
 - On-going HSA and Cafeteria Form Processing and Questions

- Requesting VOCs and EOCs from insurance vendors
- Assist with training and education of new employees in Reliant's benefits eligibility and coverage
- Assist potential and existing employees with claims questions
- Creates censuses as needed for insurance brokers and vendors
- STD, LTD, and leave management
- Continuations of coverage management
 - Creates eligibility letters for Continuance Coverage and enrolls or terminates Continuance Coverage for field staff
 - Tracks and processes Continuance payments
- Plan notifications: Medicare, HSA, plan documents, annual notices
- Benefits forms and paperwork management and retention
 - Collect and electronically file all documentation related to benefits additions, changes, waivers, and terminations of coverage for Reliant's field staff
- Worker's Compensation claims processing and record keeping

Other Duties

- Assist with special projects as needed - primarily with HR but potentially working with other Depts
- Participate in Reliant office team meetings and events