



## SPRINGFIELD UTILITY BOARD

### Job Description

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**TITLE:** Benefits Coordinator  
**REPORTS TO:** Human Resources Manager

**STATUS:** Non-exempt / Non-union  
**RANGE:** 24

**POSITION SUMMARY:** Coordinates all SUB benefit programs, including: medical, dental, life, vision, short term disability, AD&D, LTD, COBRA, HRA/VEBA, pension and deferred compensation, retiree benefits, flexible spending accounts and other benefit programs as assigned. Coordinates property and liability insurance coverage and contracts. Assists HR Manager, Safety Coordinator and HR Analyst with projects as assigned. Performs other duties as assigned.

#### **MAJOR RESPONSIBILITIES**

##### *Essential Functions*

1. Supports and models behavior to promote the Mission and Core Values of SUB to other employees and customers.
2. Develops and maintains professionalism and effective teamwork in the performance of job duties.
3. Maintains reliable and predictable attendance.
4. Ensures plans, policies and programs are in compliance and administered within legal, record keeping and reporting requirements. Consults with appropriate resources as needed. Specifically, benefit plans include:
  - Medical
  - Dental
  - Life - core and voluntary
  - Long Term Disability
  - Accidental Death and Dismemberment – core and voluntary
  - Vision
  - Short Term Disability
  - COBRA - Continuation Insurance
  - Retiree benefit programs
  - Pension and Deferred Compensation
  - Flexible Spending Accounts
  - Property and Liability Insurance
  - HRA/VEBA
  - OFLA/FMLA
  - Other benefit programs as assigned
5. Reviews benefit plan contracts and property, liability and workers' compensation insurance contracts and their corresponding documents, amendments and brochures for accuracy and contract compliance. Keeps HR Manager informed of discrepancies and regulatory changes.

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6. Collaborates with HR Manager to ensure SUB benefit programs maximize the best coverage within budget guidelines. Meets with HR Manager to discuss any changes or recommendations for improvements.
7. Assists HR Manager, HR Coordinator and Safety Coordinator with projects as assigned.
8. Coordinates preparation and issuance of RFP's and selection of insurance brokers.
9. Coordinates with insurance brokers to solicit benefit quotes from insurance carriers on an annual basis. Meets with HR Manager to analyze proposals.
10. Serves as primary resource for employees and their dependents regarding the use and understanding of all plans.
11. Writes and keeps current all benefit policies and communication materials, including the Employee Policy Guide and Summary of Employee Benefits.
12. Presents benefit module at New Employee Orientation program.
13. Coordinates processing of benefit enrollments, changes and terminations with insurance carriers, retirement administrators and in HRIS system.
14. Monitors quality of services provided by insurance providers, insurance brokers and retirement plan administrators. Keeps HR Manager informed of quality or compliance issues.
15. Acts as liaison between benefit, property, liability, insurance brokers, retirement plan administrators and plan participants to clarify issues, plan provisions and to resolve problems.
16. Maintains current knowledge of regulations and laws as they pertain to insurance benefits and other employee benefit programs. Submits necessary documents for annual testing/reporting of plans.
17. Creates and updates a variety of reports and spreadsheets, as needed.
18. Monitors vesting schedule for SUB's retirement plan and enrolls employees upon eligibility. Tracks in-service withdrawals and approves distribution from plans.
19. Ensures employees and/or qualified beneficiaries receive all required legal notices related health insurances, such as Summary Plan Documents, COBRA – Continuation Insurance, Medicare Prescription Drug Coverage notice, etc.
20. Coordinates annual enrollment processes of benefit plans. Prepares communication materials or presents information to employees regarding changes in plans. Ensures appropriate forms are completed accurately and submitted to insurance carriers on time.

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21. Integrates the coordination of leaves of absence, workers' compensation, medical, life, STD, LTD, AD&D or other benefits as appropriate. Follows-up with insurance carriers to ensure claims are processed and integrated appropriately.
22. Responds to employee questions about HR policies and union contract provisions.
23. On an annual basis coordinates employee educational meetings with insurance and retirement representatives. Assists in the development of employee presentations and handouts.
24. Records minutes of Medical Benefits Review Committee. Sets-up meeting and records minutes of the Retirement Advisory Committee. Follows up with plan recommendations to brokers/carriers and/or other plan providers. Notifies plan members of adopted plan changes.
25. Annually updates compensation tables and retiree insurance stipend tables as applicable per CPI changes.
26. Orders liability insurance certificates and bonds as needed.
27. Monitors retiree stipend adjustments and notifications to retirees. Tracks retiree stipend levels and Medicare eligibility. Submits monthly HRA/VEBA contributions report for deposit into retiree accounts.
28. Provides data for union negotiations as requested.
29. Processes SUB property claims. Triage customer inquiries. Follows through on claim status with vendor and customer until claim closure. Ensures correct payment for loss. Completes and maintains FEMA related claims, reports and payments.
30. Reviews and updates property and vehicle schedules throughout the year and annually for renewal. Meets with divisions regarding property purchases and changes.
31. Compiles data for property and liability insurance bids. Arranges presentation by brokers to present bids to the Board.
32. Administers property/liability insurance policies. Makes recommendations as needed to revise coverage to ensure SUB's interests are covered.
33. Documents and coordinates *Application for Leave of Absence* requests according to OFLA/FMLA regulations and SUB policies.
34. Acts as Privacy Official and Designated Contact Person under HIPAA compliance regulations. Complies with Privacy Official job description.
36. Maintains files of business documents and records.

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37. Maintains job documentation manuals. Provides on-going training to HR Administrative Assistant on benefit administration processes that (s)he performs as back-up to the Benefits Administrator.
38. Attends trainings as required relating to insurance and retirement benefits, HR issues and liability insurance.
39. Processes STD claims with TPA. Administers approved STD benefits and tracks wages according to plan.
40. Processes PTO/EIB donations according to policy. Assists employees with timesheets/leave forms relating to leave.

### ***Marginal Functions***

None

*Given the dynamic and challenging environment of the utility industry and our mission to provide exceptional service to our internal and external customers, additional duties and responsibilities, other than those listed in this job description, may be assigned (contingent on labor agreement provisions, if applicable). Your supervisor will communicate these changes either formally or informally, verbally or in writing.*

### ***Attributes***

SUB strives to promote a safe, positive and caring work environment. In addition to the above responsibilities, the following attributes are essential to be a successful employee at SUB:

- Being committed to SUB's Mission and Core Values
- Complying with safety practices and policies
- Being professional, honest, courteous and respectful to others in your conduct
- Being responsive to suggestions to improve performance
- Being flexible to adapt to a changing work environment
- Performing as a productive team member
- Being accountable for your own performance, behaviors and contributions
- Taking the initiative to accomplish your responsibilities to the best of your ability

These qualities in our employees ensure that working at SUB is motivating, fun and enjoyable while performing a valuable service to our utility and community.

### **OTHERS SUPERVISED**

- None

**MINIMUM QUALIFICATIONS**

***Experience***

- Minimum of five years' experience in coordination of employee benefits or commercial liability and property insurance contracts and claims; and
- Minimum of two years' experience in a human resources or risk management department or primarily performing tasks related to human resources or risk management.

***Knowledge, Skills & Abilities***

- Demonstrated current knowledge in the following areas:
  - Medical, dental, vision, life, LTD, STD and AD&D insurance plans
  - Employee Benefits laws and regulations, including COBRA and the ACA
  - HRA/VEBA plans
  - Federal and state leave laws related to leaves of absence, equal opportunity, employment, workers compensation, discrimination and retaliation, and wage and hour provisions
  - 457 deferred compensation plans
  - 401(a) retirement
  - HRIS systems
  - Section 125 cafeteria plans
  - Property and Liability insurances
  - Knowledge of or ability to learn SUB's Employee Policies
  - Knowledge of or ability to learn SUB's Labor Agreement with IBEW
- Ability to work with a high level of attention to detail
- Ability to maintain a high level of confidentiality
- Exceptional customer service and interpersonal skills in working with internal and external customers, often when customers are upset.
- Exceptional oral and written communication skills
- Proficiency with Microsoft Excel and Word software
- Excellent organizational skills to prioritize, multitask and meet deadlines
- Ability to write policies and communication materials for distribution to employees
- Ability to establish and maintain positive relationships with all levels of the organization
- Ability to present complex benefits information to individuals and groups of employees
- Ability to research and analyze data and processes
- Good problem solving and decision making skills
- Excellent records management, both electronic and paper files
- Ability to work independently with minimal supervision

***Education***

- High school diploma or equivalent
- Associate's Degree or two years' college level coursework in business administration, human resources, risk management, or other related field.

**PHYSICAL AND MENTAL REQUIREMENTS**

- **ALERTNESS & CONCENTRATION:** Able to concentrate on a task over a period of time without being distracted.
- **ABILITY TO DEAL WITH STRESS:** Interacts well with co-workers, managers and the public. Ability to think and react quickly, calmly and professionally in a stressful situation.
- **COMMUNICATION:** Ability to discern and understand information and ideas presented by others in person, by phone, and in writing. Ability to communicate accurate, concise and clear information with others in person, by phone, and in writing.
- **WORKER MOBILITY:** This position is mostly sedentary; however, must be able to: navigate and move around the office environment on carpeted and hard surfaces; access files, open cabinets and bend or stand as necessary to file or access files; occasionally ascends/descends stairs as needed; move from one work site to another as needed for meetings.
- **LIFTING/CARRYING:** Occasionally moves boxes of insurance brochures and forms.
- **REACHING/HANDLING:** Constantly operates a computer and other office equipment such as calculators, copiers, printers and scanner.
- **ENVIRONMENTAL FACTORS:** This is an office environment position with limited exposure to outdoor environment.
- **PRODUCTS AND MATERIALS:** exposure to toners for copier and printer as well as various office cleaning supplies.