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# Example of Benefits Coordinator Job Description

Our growing company is searching for experienced candidates for the position of benefits coordinator. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for benefits coordinator

* Processes file monthly from HRIS system into master spreadsheet showing all individuals on leave.Mails notification and payment coupons to employees
* Provide a high level of customer service support when handling customers' questions in respect to defined benefit pension and/or health and welfare plans
* Build rapport and respond to customers in a compassionate manner by identifying and exceeding expectations (responding in a respectful, accurate, timely manner, consistently meeting commitments)
* Analyze client's plan documents, amendments or online knowledge base tools
* Document complete and accurate call/case notes
* Respond professionally to customer inquiries or complaints received via phone, email or other communication channels
* Demonstrate ability to maintain a professional and positive attitude to
* Possess a cooperative and positive attitude towards customers, internal contacts and team members
* Coordination with benefit vendors and third party administrators
* Making recommendations for the best plan options by working with vendors

## Qualifications for benefits coordinator

* Excellent ability to communicate effectively in English within a customer service setting, including verbal and written communication skills
* Ability to quickly assess current state issues and formulate a response or resolution using analytical and problem solving skills
* Ability to maintain diplomacy and tact while dealing with escalated callers
* We want a positive and trainable team player
* Ability to work in a team and multi-tasked environment
* Bachelor's Degree in any related field OR 4+ years of direct experience needed in place of degree