



## Example of Benefit Coordinator Job Description

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Our company is looking to fill the role of benefit coordinator. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

### Responsibilities for benefit coordinator

- Work effectively with internal and external customers including claimants, employers, brokers, account managers, physicians, attorneys, medical care vendors and Unum's underwriting and marketing organizations
- Promote positive customer service and technical expertise through prompt, accurate, and courteous responses to customer information needs
- Contribute to the maintenance of positive customer service through documentation and accountability for resolution of issues identified during direct client contact, as appropriate
- Work individually being a team member
- Participate in professional training cross training activities to enhance performance and skill set
- Independently research, develop, and coordinate complex, high impact solutions/opportunities related to business needs
- Liaison and lead on workgroup and projects that directly impact the implementation team
- Analyze Defined Benefit sale trends and streamline business needs by incorporating high-level initiatives and updates (Salesforce, rewrites, legislative/government changes, internal systems, timelines, service agreements, ERISA Budgets )
- Responsible for the internal administration of outsourced Short Term Disability (STD) adjudication
- May monitor the workflow and make adjustments to ensure the timely

## Qualifications for benefit coordinator

- Experience within a third party benefits administration, health care, health and welfare consulting, insurance brokerage, human resources consulting, or employee benefits related industry is highly preferred
- Proven working experience in compensation and benefits
- Willing to work in late evening hours and interacting with global stakeholders and teams
- Working knowledge of job evaluation and job analysis systems
- Previous experience with organisational psychology and labour market surveys
- Adequate knowledge of current labour rules and regulations