



# Example of Benefits Representative Job Description

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Our innovative and growing company is hiring for a benefits representative. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for benefits representative

- Develop communication tools to enhance understanding of the company's benefits package
- Handle benefit inquiries and complaints to ensure quick, equitable, courteous resolution
- Develop and conduct new employee orientation session for new hires to explain benefit packages available
- Prepare and develop communication and educational materials regarding the benefits package for all insured employees
- Manage Pension and Benefits policy queries via the case management system, phone and email within agreed SLAs
- Responsible for calculation, management and accurate entry of Pension and Benefits information onto the HRIS system, as required within set deadlines
- Responsible for reconciliation of Pension and Benefits scheme transactions through Payroll and Accounting
- Responsible for correspondence to employees, ex-employees, and pensioners as and when required
- Responsible for administration of the company benefits packages including but not limited to private health insurance, dental insurance, staff travel scheme and flu vaccinations
- Responsible for ensuring timely payment of Benefits payments to 3rd party providers

## Qualifications for benefits representative

- Ensure Pension and Benefits processes and procedures are up-to-date and maintained at all times
- Instruct employees to the appropriate resource for benefit questions if able to
- Provide benefit eligibility and enrollment compliance information to all locations for perpetual and Open Enrollment periods
- Aid in the development and distribution of employee benefit Information
- Handle employee level claims issues on behalf of the employee with the respective carrier