



Example of Benefits Representative Job Description

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Our growing company is hiring for a benefits representative. 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 benefits representative

- Provides day-to-day benefits related research and information to faculty, staff and retirees requiring a knowledge of the university's benefit plans, programs and policies, questions regarding how our health and welfare plans work, employee and dependent eligibility, and completion of enrollments
- Reviews and approves enrollment by faculty and staff in the Health & Welfare Plans online assuring the required documentation is received for elections made
- Responds to client inquiries and complaints to ensure timely and courteous resolution of problems related to benefits enrollment and processing
- Acts as a liaison with university employees and external benefits contacts
- Reviews and triages all assigned reports
- Research and investigate any issues between payroll, benefits and external vendors to assist employees with any health benefit related questions in a timely manner
- Monitor waiting periods for benefit eligibility, initiate employee notification and distribute benefit material
- Monitor all area related conditions, property and equipment within corporate standards for cleanliness, proper maintenance and safety
- Cold calling brokers and agencies
- Provide technical assistance to employees, dependents and agencies to resolve benefits issues (e.g., health, ancillary benefits, dependent care programs)

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- Researches complex telephone and written inquiries from active and former employees concerning eligibility, payments, policies and procedures
 - Resolves plan related complaints and appeals by telephone and/or in writing
 - Coordinates claim activities with third party administrator and/or Benefits Trust
 - Utilizes existing queries & reports to analyze & research issues related to employee benefit plans
 - Ensure proper follow-through on all directives, bulletins and schedules from the Corporate Office and Supervisor of U.S. Benefits
 - Associates Degree with at least two years prior work experience in Human Resources, or combined equivalent of education and experience