



POSITION DESCRIPTION

POSITION TITLE: Benefits Specialist **REVISED:** April 2021

FLSA CLASSIFICATION: Exempt

SUPERVISOR'S TITLE: Benefit Manager

POSITION PURPOSE

The Benefits Specialist is responsible for assisting with the administration of all benefits and retirement programs, including medical, dental, vision, life insurance, short- and long-term disability, and 401(k) plan; responsible for ongoing benefits administration; and, responsible for benefits compliance functions of Tilson by ensuring client and employee benefits are administered effectively, thoroughly, and timely.

ESSENTIAL FUNCTIONS

Essential functions include the following. Other duties may be assigned.

- Serves as subject matter expert about detail of benefit plans administered; including, but not limited to, health, dental, vision, life, and flexible spending, health savings accounts, supplemental plan offerings and COBRA when applicable.
- Assists clients, employees and their dependents with questions related to benefit plans offered including, but not limited to, claims issues, utilization concerns, plan changes, life status changes, and appeals process.
- Performs quality checks of benefits-related data.
- Investigates and resolves employee benefit claims questions including, but not limited to, contacting plan providers, health care professionals, and other service providers.
- Provides service to clients and employees for all benefit plans administered.
- Maintains benefit plan administration
- Oversees client-based plan information gathering and maintenance.
- Assists Benefit Manager with various duties, projects, and initiatives as requested.
- Developing an annual client service plan
- ACA and other regulatory compliance requirements.



QUALIFICATION REQUIREMENTS

EDUCATION AND/OR EXPERIENCE:

- Bachelor's Degree required, preferably in business, human resources, or related area; and three years' relevant experience; or equivalent combination of education and experience.
- Demonstrated experience in delivering benefit education to plan participants.

CERTIFICATES, LICENSES, REGISTRATIONS:

- CEBS or GBS preferred
- Life and Health Insurance License (required within the first 6 months)
- Must have a valid U.S. driver's license and proof of insurance.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of HR operational areas with a focus on benefit plan administration, but including payroll administration, and HR compliance.
- Ability to effectively communicate both orally and in writing with both internal and external customers, including but not limited to colleagues, supervisors, management, clients, client employees, business partners, etc.
- Ability and experience effectively working with key decision makers (including business owners, managers, controllers); as well as being able to relate and communicate effectively with employees.
- Ability to present in front of large and small groups related to benefit plan education and enrollments
- Above average attention to detail necessary.
- Organize, plan, and prioritize work for timely and accurate completion.
- Conflict and relationship management skills.
- Ability to work on multiple projects simultaneously with frequent interruptions.
- Independently manages projects and recurring tasks to ensure accurate and timely completion.
- Mathematical skills to understand financial calculations and conduct computations as needed.

TECHNICAL/COMPUTER SKILLS:

- Ability to effectively use email (MS Outlook) and MS Office software programs, and other office technology and tools, as necessary.

PHYSICAL DEMANDS:

- Ability to stand under 1/3 of the time.
- Ability to walk under 1/3 of the time.
- Ability to sit over 2/3 of the time.
- Ability to talk or hear from 1/3 to 2/3 of the time.
- Ability to lift up to 20 lbs. under 1/3 of the time.
- Driving to/from client sites and/or other locations for business-related purposes.



WORK ENVIRONMENT:

- The work environment is that of a fast-paced office with minimal to high noise levels and moderate temperatures.
- This position requires working independently as well as part of a team.
- This position requires verbal and face-to-face contact with others daily.
- Frequent use of a computer, general office equipment, and/or personal device (e.g., cell phone, tablet) is necessary.
- The position requires client information be maintained appropriately confidential.
- Telework available if approved by management



The essential duties, knowledge, skills, abilities, work environment, and physical demands described above are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Please read carefully and check one of the choices below:

- I have reviewed the job description above. I can perform all the essential functions of the job.
- I have reviewed the job description above. I can perform all the essential functions of the job with the following reasonable accommodations:

Print employee name: _____

Employee Signature: _____

Supervisor Signature _____

Date: _____