

**Job Title:** Benefit Specialist  
**Department:** Human Resources  
**Division:** Headquarters, Dallas, TX

**FLSA Status:** Full-time/Exempt  
**Reports To:** VP Human Resource Services Delivery  
**Supervises:** No

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## JOB SUMMARY

This position is under the supervision of the HR Director and is responsible for performing complex duties following established procedures in the following areas: group health, dental, life, short term disability, long term disability, FSA and FMLA and any other benefits offered to employees, and to communicate procedures and regulations to company associates. In addition, this position will gather, evaluate, and analyze a wide variety of data and information related to company benefits program, providing functional and technical support to ensure company compliance with federal and state laws, including reporting requirements and troubleshooting with HR/processing as necessary.

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## ESSENTIAL DUTIES AND RESPONSIBILITIES

*The statements on this job description are intended to describe the general nature and level of work being performed by incumbents. They are not an exhaustive list of all responsibilities, duties, and skills required by all incumbents. Incumbents may perform other duties as assigned.*

May be responsible for any or all of the following:

- Process benefit enrollments, COBRA, terminations, changes, beneficiaries, disability, accident and death claims.
- Provide support for HAS/FSA account administration as part of our TPA services team.
- Respond to employee inquiries and prepare correspondence as needed.
- Oversee maintenance of employee benefit files and updating of employee payroll records.
- Manage benefits reconciliation process between deductions, payroll and carrier invoices.
- Gather employee data and oversee the processing of monthly billings for all group plans.
- Monitor applications requiring evidence of insurability and update enrollment records upon approval.
- Conduct new hire and annual benefit orientation meetings.
- Provide excellent customer service to benefit plan participants and HR staff. Serves as an employee advocate by addressing questions from participants and HR staff regarding benefit plan regulations, coverage, eligibility and procedures.
- Develop and provide reporting on weekly, monthly, quarterly, or as needed basis; provide census data and reporting to vendors as needed. Maintain monthly vendor reporting on shared drive.
- Complete benefit portion of payroll surveys and medical verifications; process medical support orders in accordance with the issuing agency's requirements.
- Maintain the confidentiality and security of data accessed during the course of daily activities.
- Must have a complete understanding of all company benefits, company policies and procedures as well as a working knowledge of Federal and State Laws.
- Monitor new and evolving benefits legislation and provide compliance action recommendations.
- Provide assistance for due diligence and benefit integration for acquisitions.
- Assist in special projects and additional duties as assigned.

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## DESIRED QUALIFICATIONS:

### EDUCATION and/or EXPERIENCE

- BA / BS in Human Resources - Benefits or related field.
- 4-5 years demonstrated benefit and compensation experience.
- 4-5 years of Business to Business consulting experience in the Human Resources field preferred.
- CEBS certification a plus.

### LANGUAGE SKILLS

- Must have articulate, grammatically- and syntactically-correct, written and verbal business-level communication capabilities.
- Demonstrated ability to deliver management-level training courses/workshops.
- Professional demeanor, presence, behavior, etiquette and attire are required.
- Bi-lingual capability is desired (verbal and written, English and Spanish fluency).

### COMPUTER SKILLS

- To perform this job successfully, an individual should have an accomplished knowledge of,
- Microsoft Office (Word, Excel, PowerPoint, Outlook) Microsoft Project.
- Familiarity with HR and benefits systems.
- 4-5 years of benefit administration experience using enterprise or online systems, including reporting from their related reporting tools.

### PREFERRED ADDITIONAL EXPERIENCE

- Human Resources Administration experience.
- Health & Welfare Benefits Administration (FSA and HSA plans, etc.).
- Risk Management experience (workers compensation claim management, unemployment insurance claim management, etc.).
- Professional Services operations experience in a shared services environment.
- BPO (business process outsourcing) or off-shoring experience.

### PHYSICAL AND TRAVEL DEMANDS

- This employee must occasionally lift and/or move up to 50 pounds.
- Travel to client locations and professional networking events (local, state, and national) is required (up to 25%), including ability to travel and work weekends as needed.
- Must maintain a valid Texas driver's license and have reliable transportation.

### WORK ENVIRONMENT

- An employee in this position works in both an office environment with heating and air conditioning, and on-site at client locations, in support/ execution of assigned duties.
- Must have transportation to and from work locations throughout the DFW Metroplex as requested without notice to participate in internal and external client meetings, training sessions, client lunches, etc. as requested.

### BACKGROUND CLEARANCE

- Must be able to pass annual background checks and submit to random drug testing.

Pursuit of Excellence, Inc. is an Equal Opportunity Employer.  
Qualified minorities, women, and veterans are encouraged to apply.