



Classification Description

Job Title: Benefits Administrator

Pay Grade: 113

Job Code: 4303

FLSA Status: Exempt

Job Purpose

This position provides authoritative benefits administration and analytical support for the College's employee benefit plans and programs within the Office of Human Resources. The Benefits Administrator researches, analyzes, and interprets data to recommend enhancements to plans, policies, systems, and procedures. This position provides guidance and assistance to employees in the areas of benefits, including, but not limited to, insurance programs, retirement planning, and leave policies. The Benefits Administrator will serve as a subject matter expert while building strong relationships with College employees by delivering excellent service and maintaining high standards of quality, productivity, and professionalism. Work requires extensive knowledge and close adherence to College Operating Procedures and applicable federal and state laws.

General Responsibilities

Essential Functions

Interprets College Operating Procedures and assists employees regarding established procedures.

Recommends and implements new processes for the area of responsibility in collaboration with area leadership, including Banner and other technology processes.

Creates communication materials, such as presentations and information packages, to keep employees and management updated on plan changes and amendments.

Facilitates meetings to discuss the details of benefits programs with employees and orients new employees regarding benefits.

Develops and presents information sessions pertaining to the area of responsibility in collaboration with the appropriate Human Resources staff.

Prepares department and College-wide ad hoc reports from the database, as needed.

BENEFITS ADMINISTRATOR

Assists in the reconciliation of benefit accounts, including retirement, health, dental, vision, and ancillary benefits.

Analyzes, audits, evaluates, and resolves reported errors within benefits administration business systems or third-party vendor programs, as well as reports and escalates when appropriate.

Assists in the planning, development, coordination, and maintenance of benefit system changes and implementation, including development of technical procedures, testing scenarios, and requirements relating to benefit programs and systems.

Ensures plan information is disseminated to eligible employees. Oversees development and distribution of vendor informational materials. Develops and facilitates presentations across all campuses regarding benefit policies, procedures, and guidelines.

Develops and produces employee benefit information reports for compliance and external audits.

Maintains legal compliance regarding benefits, including, but not limited to, ERISA, FMLA, USERRA, PPACA, GINA, Section 125, and COBRA.

Plans and executes College-wide benefit-related events, including, but not limited to, the annual benefits expo, various wellness events, and employee recognition activities.

Monitors, audits, and accurately reconciles benefits programs, premiums, and funding reports. As appropriate, submits funding and other reports to the applicable agencies or entities.

Serves as a liaison with insurance and investment providers, Florida Retirement System, State of Florida Division of Group Insurance Program, and other vendors/providers.

Assists in the administration of the College's workers' compensation program. May work as a liaison between the claims adjuster and employees, serving as an employee advocate.

Enters and updates all benefit deductions in the Human Resources database, ensuring timeliness and accuracy. Develops, maintains, and updates the Human Resources benefits and leave personnel database.

Administers and interprets employee benefit programs for employees, including, but not limited to, tuition reimbursement/scholarship, Section 125 Cafeteria Plan, Flexible Spending Accounts, the Employee Assistance Program, and discount plans.

Administers the College's Sick Leave Pool, including enrollment, tracking, and recordkeeping.

Maintains departmental records and files for areas of responsibility, safeguarding protected health information and limiting access in accordance with HIPAA requirements.

Performs other duties as assigned.

BENEFITS ADMINISTRATOR

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Bachelor's degree from a regionally accredited institution of higher education with a concentration in communications, business, human resources, or a related field.

Five (5) years of related full-time professional work experience. An appropriate combination of education and experience may be substituted.

Demonstrated ability to maintain confidentiality.

Ability to travel independently to other locations for College business.

Demonstrated experience using a personal computer, office software, such as Microsoft Office (Word, Excel, and PowerPoint), and email.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

BENEFITS ADMINISTRATOR

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical:	Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, and walking. On occasion, incumbents may be required to lift 20 or more pounds.
Environmental:	Normal general office.
Mental:	Routinely requires the ability to interpret and analyze information and apply critical-thinking skills.

Approved: June 12, 2024. Revised: August 25, 2026.