



Job Specification

Job Title: Coordinator, Benefits
BCAT Code: 422X AN
Pay Grade: G16

Effective Date: April 1, 2007
Revision Date: February 1, 2007
FLSA Status: Exempt

General Description

Provides advanced level benefits consultancy and customer service on all benefit related matters (retirement, health insurance, MARTA card, COBRA, tuition remission, flexible accounts, bonds, etc) to staff, faculty, and students.

Examples of Duties

- Provides assistance on complex information for customers on all employee benefits program options.
- Oversees the enrollment of participants and customers on their final selections from the employee benefits program options.
- Reviews and verifies data supplied by customers on benefits forms and documents and consults with customers to initiate adjustments when necessary.
- Coordinates and implements deductions from payroll designated by customers.
- Develops new or improved customer service initiatives
- Researches and tracks customer satisfaction while planning and implementing quality customer initiatives.
- Coordinates and reviews vendor application and compliance.
- Prepares reports and maintains customer records, knowledge, and practices in the field.
- Manages the customer service function at the Office of Human Resources.
- Performs other advanced level benefits oriented duties as assigned.

Knowledge, Skills, and Abilities

- Knowledge of retirement planning administration and customer service practices.
- Knowledge of basic computer operation and software (spreadsheets, word processors, databases).
- Ability to multi-task, pay attention to detail, and exhibit excellent customer service.
- Effective time management and organizational skills.
- Effective oral and verbal communication with external and internal customers

Minimum GSU Hiring Standards

Bachelor's degree and four years of related experience; or a combination of education and experience.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.