Loudoun County Public Schools

HUMAN RESOURCES AND TALENT DEVELOPMENT
JOB CLASS SPECIFICATION

Certified: 3/28/2023

Coordinator, Employee Benefits

Pay Scale: B
Level: 16
FLSA Status: Exempt
Job Family: Human Resources
Primary Location: Administration Building

Department Overview
The Department of Human Resources and Talent Development (HRTD) is committed to the recruitment, development, engagement and retention of employees. HRTD performs essential functions to support schools and facilities which include recruiting, hiring, onboarding, training, personnel record keeping, employee relations, and ensuring compliance and equity in the workplace. The department includes the following teams: Elementary, Secondary, Support Services, Recruitment, Operations, Classification & Compensation, Workplace Relations, Performance Management, Talent Development, Employee Recognition, Title IX, Equity & Compliance, Labor Relations, Substitute Management, Employee Benefits and Leave & Disability.

Job Overview
This is specialized work in the administration of employer-sponsored benefits plans and assistance to employees and benefits vendors. This position requires leadership skills to manage, under the direction of the Division Supervisor, the daily operations of the Employee Health, Wellness, and Benefits Division. An employee in this class is responsible for conducting benefit information meetings, responding to first level escalations from employees and vendors, developing and maintaining working relationships with school, county and outside agency personnel, and ensuring that federal, state and School Board policies, regulations and mandates are being implemented. Duties are primarily high-level administrative and technical; the employee will be expected to represent the Division in the Supervisor's absence. Work is performed independently and requires excellent judgment and the ability to make subject matter expert interpretations of policies and practices. Work is subject to frequent interruptions and inflexible deadlines; dealing with and resolving critical issues.

Roles and Responsibilities
The following information is intended to describe the overall nature and scope of the work being performed. This is not a comprehensive listing of all responsibilities or tasks; work may differ and other work may be assigned when deemed appropriate.

- Responsible for assisting with the daily operations of the Employee Health, Wellness, and Benefits Division relating to all employer-sponsored benefits including Medical, Dental, Vision, and Prescription coverage, COBRA coverage, Flexible Spending Accounts, Elective Deferral Programs, Employee Assistance Program, Wellness Works! Program, Virginia Retirement System and LCPS Retirement Benefits, Affordable Care Act (ACA) reporting, Creditable Compensation reporting, as well as other voluntary benefits
- Develops employee communications, including print, electronic, and web resources
- Researches, analyzes and provides support for resolution of complex technical issues affecting benefits
- Audits data to ensure accuracy of eligibility, enrollment and reconciliation processes
- Collaborates with third-party benefit vendors to review, analyze and resolve issues relating to customer service quality, invoice/billings, reporting, and audits
- Collaborates with third-party vendors for timely responses on routine and escalated inquiries and issues

- Conducts benefits orientations, open enrollment events, wellness screening events, and various benefits and wellness initiatives and assists the Supervisor in assigning roles and responsibilities to other team members
- Documents and maintains standards of operations for the Division
- Leads special projects related to the development of business processes, changes to policies and regulations, implementations of new training and other projects as assigned
- Assists with configuration and testing of Oracle Advanced Benefits (OAB)
- Reviews plan documents, School Board policy and regulation, and federal and state regulations affecting benefit programs to ensure compliance

Qualifications
Below are the minimum qualifications for this job. Equivalent combinations of education and experience are also acceptable.

Education
Bachelor's Degree in Business Administration, Human Resources or related field

Experience
Three (3) years in the administration of employee benefits programs

Licenses and Certifications

Knowledge, Skills and Abilities
- Ability to communicate effectively, both orally and in writing
- Working knowledge of integrated HRMS systems
- Knowledge of principles and practices of benefits and wellness programs
- Ability to provide varied benefits information, assistance, and processing services to employees
- Proficiency in the use of the Microsoft Office suite of products
- Advanced knowledge and experience with developing Excel spreadsheets and/or databases
- Strong knowledge of human resources policies, principles, and practices
- Ability to model behavior of high integrity, professionalism, and customer-focus
- Knowledge of pertinent federal and state regulations, filing and compliance requirements affecting employee benefits programs

Physical Requirements
The following provides a brief description of physical requirements for this job:

While performing the duties of this job, the employee is regularly talking, expressing or exchanging ideas by means of the spoken word. The employee must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly. The employee must possess normal cognitive abilities including the ability to learn, recall and apply certain practices and policies. Frequently sitting and/or remaining in a stationary position for long periods of time. Exerting up to 25 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

Equal Opportunity Employment
The Loudoun County School Board seeks to cultivate a high performing team of professionals focused on its mission and goals. The School Board values merit and excellence within its workforce and encourages the highest levels of professionalism for all its employees.

The School Board also recognizes and values the diversity of the students and broader community it serves and encourages diversity within its workforce.

The Loudoun County School Board is an Equal Opportunity Employer. The School Board does not discriminate against qualified applicants or employees on the basis of actual or perceived race, national origin, ancestry, color, sex, sexual orientation, gender identity, pregnancy, childbirth or related medical conditions, marital status, age, religion, disability, genetic information, veteran status or any basis protected by law.

ADA Accommodations Disclosure

Under the Americans with Disabilities Act (ADA), Loudoun County Public Schools is required to provide reasonable accommodations to qualified employees with disabilities, unless doing so would pose an undue hardship. Qualified employees are those who hold the necessary education, skills, and experience for the job; and who can perform its essential responsibilities, with or without an accommodation.

Remote Work Disclosure

The following guidelines apply to jobs and positions where employees have been identified as having the potential to work remotely. Remote work is defined as completing one's duties and responsibilities at a site other than one's assigned duty location. In order to be eligible for remote work privileges, an employee must have demonstrated consistent, positive performance and have the support and approval of their direct supervisor. In addition, these employees must have reliable high-speed internet and a designated workspace that allows them privacy while completing sensitive and confidential work. Employees who are non-exempt and are working remotely will work their regular scheduled hours and gain prior approval from their supervisor if they work more than 8 hours a day or more than 40 hours in a workweek. Remote work privileges can be amended, changed, or revoked based upon the performance of the employee, as well as the needs of Loudoun County Public Schools.