

## COLLEGE OF CENTRAL FLORIDA

### JOB DESCRIPTION

JOB TITLE: BENEFITS MANAGER

PAY GRADE: P-3

OVERTIME STATUS: EXEMPT

#### MAJOR RESPONSIBILITY:

The Manager of Benefits oversees the implementation and administration of comprehensive employee benefits programs for the college. These programs encompass health, dental, vision, life, disability, retirement plans, voluntary benefits, worker's compensation, and leave programs. This position serves as the primary liaison between the college and external benefits providers. The Benefits Manager is responsible for the effective administration of benefits data within the college's HRIS. The Manager ensures that all benefit offerings are competitive, compliant with state and federal regulations, and effectively communicated to employees, fostering a positive and supportive work environment. Given the nature of the role, this position requires full access to Patient Health Information (PHI).

At the College of Central Florida, our vision is to be "Your first choice for quality higher education." We aim to accomplish this by providing a caring and exceptional learning environment that fosters the success of our students and community. Candidates considering becoming part of the CF family must be able to embrace and model this philosophy in their day-to-day responsibilities and demonstrate our standards: professional, responsive, informative, dependable, and engaged.

#### PREREQUISITES FOR POSITION (Qualification Standards):

1. Education or training: Bachelor's degree required. An equivalent combination of education and relevant experience in human resource may be substituted for the degree requirement. Certified Employee Benefits Specialist (CEBS) or other relevant professional certification preferred.
2. Years of experience in the field: Three to five years of progressive experience in benefits administration or related benefits experience is required. Experience with benefits administration software or equivalent HRIS is preferred. Higher Education experience is preferred.
3. Special skills or abilities related to the position: Demonstrated experience managing benefits programs for a large organization, preferably within a public sector or educational environment. Thorough understanding of employee benefits laws and regulations.

Special skills or abilities related to the position (continued):

Strong analytical and problem-solving skills, with the ability to interpret complex data and make informed decisions. Excellent written and verbal communication skills, with the ability to explain complex benefits information clearly and concisely to diverse audiences. Proficiency in HRIS systems and Microsoft Office Suite. Exceptional interpersonal skills, with a proven ability to build and maintain effective relationships with employees, vendors, and internal stakeholders. High level of integrity, discretion, and ability to handle confidential information. Strong organizational skills and attention to detail. Ability to manage several complex projects simultaneously while working under pressure to meet deadlines.

ESSENTIAL JOB FUNCTIONS:

1. Responsible for the administration, supervision, and coordination of all employee benefit programs, including health, dental, vision, life, disability, retirement plans, and other voluntary benefits.
2. Administers leave benefits, such as FMLA, and manages the worker's compensation process, ensuring compliance with all applicable regulations and efficient case management.
3. Oversees the timely processing of benefits enrollment, changes, and terminations, ensuring all benefit plans and processes comply with federal, state, and local regulations (e.g., ACA, ERISA, HIPAA, COBRA).
4. Administers the annual open enrollment event, including developing a comprehensive communication plan, conducting educational sessions, and monitoring the entire process from start to finish to ensure successful enrollment.
5. Develops and delivers comprehensive benefits orientations and informational sessions for new and existing employees. Creates clear and concise benefits communication materials to enhance employee understanding and engagement.
6. Administers the Employee Assistance Plan (EAP), including managing the referral process and coordinating educational resources for employees.
7. Acts as the primary point of contact and subject matter expert for the Florida State Group Insurance Plan, managing key aspects of the college's participation, including enrollment, policy interpretation, and the integration of benefits administration processes with the college's HRIS, ensuring accurate data exchange and resolution of employee inquiries related to the People First system.
8. Establishes and maintains accurate employee benefits records and files, conducting regular audits and reconciliations to ensure data integrity, compliance, and proper storage within designated HRIS systems.
9. Maintains the Human Resources Benefits website and the benefits HRIS, ensuring accurate data management, and identifying opportunities for process improvements and automation.

ESSENTIAL JOB FUNCTIONS (Continued):

10. Administers the retirement process, including the Florida Retirement System Pension and Investment Plan (FRS, including DROP) and optional retirement plans, and is responsible for awarding retiree gifts to eligible retirees.
11. Serves on the Benefits Committee, offering guidance on college vendor usage statistics and assessing recommendations for benefit program enhancements.
12. Administers the Sick Leave Pool request process and serves as a member of the Sick Leave Pool Committee.
13. Serves as the representative for CF-HIPPA privacy contact for complaints.
14. Responds to the coordination of claims from Medicare Payers concerning employees with Medicare.
15. Collaborates with leadership to evaluate existing benefit plans and compiles reports on health benefits cost and participation for administrative cost analysis.
16. Develops and maintains strong working relationships with all benefits vendors, serving as the primary contact and liaison with provider company representatives for employee benefits administration.
17. Stays current with changes in benefits legislation and industry best practices, proactively recommending necessary adjustments to college policies and procedures.
18. The position may require recurring overnight, out-of-district travel or travel to CF campuses/centers as needed.
19. Performs other duties as assigned.

(These essential job functions are not to be construed as a complete statement of all duties performed.)

PHYSICAL DEMANDS:

The physical demands described here 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.

- Acceptable eyesight (with or without correction).
- Acceptable hearing (with or without a hearing aid).
- Ability to clearly communicate both orally and in writing on a telephone and a computer for extended periods.
- Routinely requires sitting at a desk and viewing a display screen for extended periods.
- Ability to access, input, and retrieve information from a computer or other electronic device.
- Routinely requires moderate (up to 40 pounds) lifting and carrying.
- Routinely requires walking, standing, sitting, kneeling, stooping, reaching up, twisting, and bending.

ENVIRONMENTAL CONDITIONS:

- Works inside in an office environment.

(Reasonable accommodations will be made for otherwise qualified individuals with a disability.)

PRIMARY LOCATION OF JOB: Ocala Campus, Bldg #1

SUPERVISOR OF POSITION: Director - Human Resources