

Winslow Indian Health Care Center

Job Vacancy Announcement #WDH-22-69

Closing Date: 07/01/2022



POSITION TITLE: Human Resources Benefits Coordinator

DEPARTMENT: Human Resources

Position Summary:

Under general supervision of the Compensation & Benefits Manager, the Human Resource Benefits Coordinator is responsible to assist employees with benefits and retirement programs, including medical, dental, vision, life insurance, short-and long-term disability, family medical leave, and 401(k) plan. Assists employees regarding benefits claims issues and plan changes including excellent customer services in all aspects to employee benefits participants. As assigned, delegated to manage HR department upon absence of direct supervisor. Protects WIHCC's values by keeping information confidential and upholds the principles of WIHCC's Vision, Mission, and Value.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

Essential Duties & Responsibilities:

- Maintains regular attendance and punctuality.
- Responds to employee questions and requests for information on benefit elections and qualifying event changes.
- Conducts enrollment of new employees in benefit plan and provides benefits orientation.
- Ensures the accuracy of all benefits enrollments in the HRIS to provide vendors with accurate eligibility information.
- Processes status changes and assists in reviewing claims for accuracy and completeness; records and electronically processes claim forms to health and benefit carriers for enrollment processing. Prepares and distributes notifications to employees referencing enrollment processing changes; assists in preparing materials and presenting benefit plan changes to employees.
- Coordinates Family Medical Leave program by using the federal Family Medical Leave Act as policy guidance; sends information and letters; maintains physician documentation; coordinates return to work with supervisors.
- Effectively interprets FMLA and ADA implications as they relate to leaves of absences/disabilities.
- Assists with communicating with clients from insurance carriers and brokers.
- Assists with health and benefit carrier contact to investigate discrepancies and provides information in non-routine situations
- Collects and reviews worker's compensation claims and accident reports through I-Star. Assists employees by walking them through to complete I-Star report when injured on the job. Works closely with the Safety Officer and Workman's Comp vendor.
- Supports quality checks of benefits-related data.
- Assists in conducting benefits orientation; assists employees with completing enrollment forms.
- Coordinates 401(k) inquiries from managers and employees relating to enrollments, plan changes and contribution amounts. Assists with reporting the annual catch-up contribution enrollment.
- Participates in developing benefits information and statistical and census data for actuaries, insurance carriers and management team.
- Works closely with payroll to ensure accurate benefits deductions are applied to employee's payroll deductions.
- Provides information to the Chief Financial Officer with wage/salary data information for 401(k).
- Participates in developing department goals, objectives and projects in line with WIHCC Strategic Planning.
- Processes life, pension, and disability benefits claims.
- Upholds all principles of confidentiality and patient care to the fullest extent.
- Adheres to all professional and ethical behavior standards of the healthcare industry.
- Adheres to WIHCCs Personnel Policies and Procedures, departmental policies, rules, and regulations.
- Interacts in an honest, trustworthy and dependable manner with patients, employees, visitors, and vendors.
- Possesses cultural awareness and sensitivity.
- Maintains compliance with all Human Resources requirements.
- Performs other duties as assigned.

Minimum Qualifications:

Associate Degree in Business Administration and two years in benefits administration, OR any appropriate combination of education and experience. Bilingual skills in English and Navajo language preferred. Must maintain a valid unrestricted and insurable driver's license. Must successfully pass a background investigation and maintain suitable requirements for a Child Care position. This position is considered as a Child Care position, which requires a satisfactory background check investigation and is subject to the requirements of the Indian Child Protection and Family Violence Prevention Act, as amended (henceforth referred as the ICPFVP Act).

Knowledge, Skills, Ability:

- Knowledge applicable laws, and federal and state requirements, i.e. COBRA, FMLA, ERISA, etc.
- Knowledge of WIHCC's Personnel Policies and Procedures.
- Knowledge of principles and procedures for personnel recruitment, selection, training, compensation, and benefits, labor relations and negotiation, and Paycom.
- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Knowledge of strong work ethics in the workplace.
- Knowledge of basic application of confidentiality.
- Knowledge of basic computer skills, e.g. Outlook, Word, Excel, PowerPoint.
- Skill in providing superior customer service to external and internal customers.
- Skill in active listening by giving full attention to what other people are saying, taking the time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Skill in critical thinking by using logic and reasoning to identify the strengths and weaknesses of alternatives solutions, conclusions or approaches to problems.
- Skill in complex problem solving.
- Ability to explain benefit plans and provide benefits orientation to employees.
- Ability to be dependable in attendance and job performance.
- Ability to meet attendance, overtime (if necessary), and other reliability requirements of the job.
- Ability to accept and learn from feedback.
- Ability to communicate effectively both verbally and in writing.
- Ability to provide exemplary customer service at all times.
- Ability to interact positively with others and possess great interpersonal skills.
- Ability to multitask and perform well under pressure.
- Ability to have self-confidence.
- Ability to be a great team player.
- Ability to accept and learn from supervisor/peer critique.
- Ability to be flexible and adaptable to the changing needs of the organization.

Physical Demands:

While performing the duties of this job, the employee regularly is required to walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand; climb or balance; and stoop, kneel, crouch, or crawl. The employee frequently is required to taste or smell. The employee must occasionally lift and/or move up to 25 pounds.

Work Environment:

Work is performed in an office setting or outdoor work environment with a moderate noise level. Work environment may involve exposure to physical risks, such as blood borne pathogens and operating dangerous equipment or working with chemicals. Evening and/or weekend work may be required. Extended hours and irregular shifts may be required.

As required by P.L. 93-638, absolute preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants.