

Job Title: Support Associate - Benefits	Salary Range: Minimum = \$34,000 Midpoint = \$42,000 Maximum = \$51,000
Department: Administrative Work Team	
Supervisor: Director, Administrative Services/Executive Director Board of Benefits	Salary Grade: E
Hours: 35	FSLA: Full-time, non-exempt

Summary: Responsible for completing a variety of tasks to support the daily operations of the conference benefits program. This staff member will implement and monitor benefit policies. They will serve as a liaison between the Executive Director and conference members for effective communication and troubleshooting.

Essential Duties and Responsibilities include the following. This is a Team position and other duties will be assigned as needed.

- Verifies and completes benefit enrollment forms.
- Sends enrollment information to benefit plan providers and other plan administrators.
- Distributes information and explains benefit programs such as retirement, pension, health, life, and disability plans to employees and dependents.
- Maintains Clergy and Lay records and works with accounting to resolve discrepancies in compensation, pension, health insurance, and pre-funding.
- Investigates and resolves questions regarding delivery and payment for services by contacting health care professionals and other service providers, benefit plan providers and employees.
- Reviews reports from plan providers to verify accuracy and resolve differences.
- Maintains files of enrollment forms and other documentation.
- Produces reports of benefit enrollment, benefit deductions, and plan participation.
- Coordinates plan for recouping group insurance and pension arrearages and maintains records.
- Maintains records needed for verification of Retiree Health Insurance and Pre-funding vehicle.
- Maintains information on deaths and reports to Wespath and the Director of Communication as needed.
- Provides arrearage reports to the Executive Director for follow up with the Cabinet.
- Maintains accounts receivable for active and retired insureds, both lay and clergy.
- Reconciles billings for pension and health plans.
- Process New Church Starts and act as Liaison with GCFA.
- Attends Benefit forums and workshops as needed.
- Participates in the preparation for Annual Conference and attends the event as part of the Administrative Work Team.
- Perform other related duties as required.

Qualifications: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Education and/or Experience

BS or BA Degree; or one to three years related experience and/or training; or equivalent combination of education and experience.

Other Skills and Abilities

Prefer Fluently bilingual (Spanish, Russian or Korean) both oral and written.

Language Skills

Ability to read and interpret documents such as instructions and procedure manuals. Ability to write routine reports and correspondence.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

To perform this job successfully, an individual should have knowledge of Database software and Microsoft Office products, specifically Excel.

Physical Demands

While performing the duties of this Job, the employee is regularly required to sit. The employee must occasionally lift and/or move up to 25 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Collects and researches data; Uses intuition and experience to complement data.

Design - Generates creative solutions; Uses feedback to modify designs; Demonstrates attention to detail.

Problem Solving - Identifies and resolves problems in a timely manner; Works well in group problem solving situations.

Technical Skills - Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; able to read and interpret written information.

Teamwork - Willingness to be part of a team; Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed. Strives for excellence.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness; Displays ability to multi-task.

Diversity - Shows respect and sensitivity for cultural differences; Promotes a harassment-free environment. Has attended or will attend the Dismantling Racism Workshop 101 within the first 6 months of employment.

Ethics - Treats people with respect; Works with integrity and ethically; upholds values of the United Methodist Church. Avoid and discourage gossip.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Committed to the mission and vision of The Eastern Pennsylvania Conference; Supports the Conference's goals and values. Supports conference devotional time together.

Judgment - Exhibits sound and accurate judgment; Includes appropriate people in decision-making process. Communicates with staff members clearly and honestly.

Motivation - Demonstrates persistence and overcomes obstacles, Measures self against standard of excellence.

Planning/Organizing - Uses time efficiently; plans for additional resources.

Professionalism - Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Follows through on commitments. Reflects God's presence in the ministry of the conference office.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Keeps commitments.

Initiative - Volunteers readily; Seeks increased responsibilities; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas.