

**Polk County Sheriff's Office Job Description**  
**1420 Benefits Coordinator**

October 6, 2003, Revised March 20, 2008

**Position Concept:**

The Benefits Coordinator provides up-to-date information concerning member benefits programs within the Polk County Sheriff's Office and is responsible for insurance applications and changes. The Benefits Coordinator provides member services, operational and clerical duties specific to the position.

The most important and essential job function of the position is attitude which includes the following: interacting positively and cooperatively with co-workers, responding politely and timely to customers, working as a team member, functioning under intense time pressure and responding in a positive manner to supervision.

The Benefits Coordinator will be cross trained with the Human Resources Generalist to provide assistance when necessary, may perform other related duties and tasks as required, and shall have the physical, mental and emotional abilities to perform the essential job duties of the position.

**Essential Functions:**

- Assist members in filing claims
- Coordinate Open Enrollment
- Process new applications/change forms
- Provide/maintain booklets and brochures
- Assist members with questions/problems
- Prepare announcements/HR newsletter
- Order and distribute health plan cards
- Provide discount coupons for members
- Provide information on supplemental insurance
- Process separated members
- Attend training seminars
- Act as liaison with carriers
- Assist with fairs/seminars
- Serve on Insurance Committee
- Provide benefits orientation
- Maintain compliance federal/state laws
- Prepare correspondence
- Maintain and ensure integrity of files
- Provide data for activity report
- Maintain enrollment/change forms
- Maintain the Benefits bulletin board
- Maintain desk manual
- Process mail
- Provide data for surveys

**Education, Professional Certification or License:**

- High School or GED
- Valid Florida Driver's License

**Professional Experience:**

- Customer Service related experience or training preferred
- Demonstrated proficiency of keyboarding 35 wpm with no more than 5 errors
- Proficiency with Windows, Word or equivalent word processing software is preferred
- Experience in benefits or performing clerical duties in the health care field is preferred

**Status:**

Civilian     Sworn     Certified

**Blood and Viral Pathogen Risk:**

Minimal Risk                       Foreseeable Risk

**Environmental Conditions:**

- Works primarily in office environment with normal levels of stress

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### **Required Skills and Knowledge:**

#### **Knowledge of:**

- PCSO policy and procedures
- Resources
- Member benefits
- Insurance company contacts
- Current contracts
- Appropriate forms
- Insurance companies filing requirements
- Section 125 of the Internal Revenue code
- Health Insurance Portability and Accountability Act
- PCSO allocation
- Deferred Compensation
- Supplemental plans and benefits
- Health care issues
- Florida State Statutes
- Geographical area
- Unit needs
- Other agencies
- \*OSHA policy and procedures
- Confidentiality laws
- Filing system
- Federal law pertaining to benefits
- Unit policy and procedures

#### **Ability to:**

- Provide exceptional customer service
- Comprehend
- Operate office equipment
- Read and write English
- Compose and layout
- Operate a motor vehicle
- Communicate
- Operate a calculator
- File alphabetically and numerically

#### **Skills:**

- Computer
- Clerical
- Interpersonal
- Keyboarding
- Research
- Telephone
- Organizational
- Public speaking
- Problem solving
- Reading comprehension
- Basic English grammar
- Basic mathematical
- Basic photography
- Proofreading

### **Physical Requirements:**

- Bend/squat
- Climb
- Lift/Carry 35 lbs
- Walk
- Sit for long periods
- Stand for long periods
- See at normal range or with accommodation
- Hear at normal level or with accommodation
- Speak English understandably
- Manual dexterity (normal)
- Ambulate independently

For additional information on this position refer to the Job Task Analysis.

\*OSHA: Occupational Safety and Health Act