Our Mission is to deliver a high quality, technology-based education that provides the skills and knowledge students need for success in the 21st century.

**POSITION GENERAL SUMMARY:**
Under general supervision, the Benefits Technician performs a variety of complex technical, clerical, and administrative tasks to support all aspects of employee benefits administration. The Benefits Technician assists in the day-to-day maintenance of employee benefits programs, including enrollment, terminations, retirement processing, workplace wellness, and data collection and records maintenance. The Benefits Technician also serves as an informational resource in the Human Resources area to internal and external customers.

**ESSENTIAL POSITION FUNCTIONS:**
- Perform complex technical, clerical, and administrative duties in support of FLVS’s human resources programs in areas of employee insurance and other employee benefit programs
- Provide accurate information on employee benefits to new and existing employees; assist with new employee orientation; ensure all benefits eligible new hires are identified and enrolled within required timeframes
- Process all new hires through the Florida Retirement System (FRS) to confirm employment eligibility with an FRS employer
- Assist the Manager and Benefits Specialist with creating, planning and organizing the school’s employee wellness program and various wellness activities; monitor compliance with mandatory wellness initiatives
- Assist employees with enrollment in a tobacco cessation program, including providing appropriate alternatives as directed by the Manager
- Collect and maintain required team metrics and prepare monthly reports
- Serve as a resource and provide information to the public and FLVS staff regarding group health insurance and other employee benefit programs offered
- Obtain appropriate paperwork from employees who are applying for retirement or DROP participation with the Florida Retirement System; update retirement information in internal systems as needed
- Administer the communication of all post-employment benefits to exiting staff, including Cobra information, life insurance conversion notices, insurance verification letters, etc...
- Review and respond to assigned help tickets
- Maintain the benefits section of the FLVS Intranet, keeping it up-to-date with appropriate publications, SPD’s, links, etc...
- Recommend revisions to human resources documents, procedures and forms; create new documents and workflows as needed
• Develop and maintain standard operating procedures for the position
• Perform a variety of general office support duties, including composing, typing, and proofreading letters, emails and other benefits documents; maintaining electronic and manual files and records; recording and preserving meeting minutes; answering telephone and in-person inquiries
• Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrating respect for others
• All work responsibilities are subject to having performance goals and/or targets established

(These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as required.)

MINIMUM REQUIREMENTS:
Education:
• Associate’s Degree; or an equivalent combination of education and relevant experience

Experience:
• Two years’ Human Resources generalist experience
  o Group health insurance/employee benefits experience, preferred
• Two years’ customer service experience

Knowledge, abilities and skills:
• Working knowledge of the principles and practices of human resources administration related to the area of insurance and benefits administration
• Demonstrated ability to efficiently coordinate multiple projects under the pressure of deadlines
• Ability to work independently and as a team member
• Ability to provide guidance, assistance, and/or interpretation to others on how to apply procedures and standards to specific situations
• Strong written and verbal communication skills
• Strong interpersonal skills
• Excellent customer service skills
• Working knowledge of general office practices, methods, and equipment, including computer skills in Microsoft Office suite of products.
• Ability to compile, review, categorize, prioritize, analyze and interpret data
• Must possess strong, documented attention to details

CORE COMPETENCIES FOR SUCCESS:

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<thead>
<tr>
<th>COMMUNICATION SKILLS</th>
<th>INTERPERSONAL SKILLS</th>
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<td>Clearly and effectively conveys and/or presents information verbally; Shares ideas and perspectives and encourages others to do the same; Writes in a clear, concise, organized and convincing way for the target audience; the message has a distinct beginning, middle and end and is error-free; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress</td>
<td>Relates well with others; treats others with respect; Shares views in a tactful, considerate way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others in various situations or settings; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers; Effectively handles challenging or tension-</td>
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and/or problems filled situations

**CUSTOMER FOCUS**
Prioritizes customers (internal and external) and their needs as primary; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer

**FUNCTIONAL EXPERTISE**
Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise; Approaches problems resourcefully and creatively; actively pursues information related to problems; effectively generates solutions in a timely manner; Embraces and utilizes new technologies; Produces high quality work in organized and timely fashion; Manages time and priorities effectively

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**INDIVIDUAL CONTRIBUTOR COMPETENCIES FOR SUCCESS:**

**PEER RELATIONSHIPS**
Finds common ground and solves problems for the good of all; Can represent his/her own interests and yet be fair to other groups; Solves problems with peers with minimal “noise”; Is seen as a team player and is cooperative; Easily gains trust and support peers; Encourages collaboration; Is candid with peers

**CREATIVITY**
Comes up with a lot of new and unique ideas; Easily makes connections among previously unrelated notions; Tends to be seen as original and value-added in brainstorming sessions; Takes calculated risks; Is not afraid to try new things and potentially “fail fast”

**SELF KNOWLEDGE**
Seeks feedback; Gains insight from mistakes; Is open to constructive criticism; isn’t defensive; Proactively seeks to understand his/her strengths and areas for growth; applies information to best serve organization; Recognizes how his/her behavior impacts others and incorporates insight into future interactions

**PLANNING**
Accurately scopes out length and difficulty of tasks and projects; Sets objectives and goals; Breaks down work into the process steps; Develops schedules and task/people assignments; Anticipates and adjusts for problems and roadblocks; Measures performance against goals; Evaluates results

**ORGANIZING**
Uses his/her time effectively and efficiently; Concentrates his/her efforts on the more important priorities; Can attend to a broader range of activities as a result of organizing time efficiently; Can marshal resources (people, funding, material, support) to get things done; Can orchestrate multiple activities at once to accomplish a goal; Arranges information and files in a useful manner

**PROBLEM SOLVING**
Uses rigorous logic and methods to solve difficult problems with effective solutions; Probes all fruitful sources for answers; Can see hidden problems; Is excellent at honest analysis; Looks beyond the obvious and doesn’t stop at the first answers

**DRIVE FOR RESULTS**
Can be counted on to exceed goals successfully; Very bottom-line oriented; Steadfastly pushes self and others for results; Is full of energy for the things he/she sees as challenging; Not fearful of acting with a minimum of planning; Consistently seizes opportunities; Consistently exceeds goals

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**PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:**

- Location: Orlando office
- Frequency of travel: Occasional travel is required for meetings, trainings and conferences; location may vary and may require overnight stays
- Light physical activities and efforts required working in an office environment

*(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)*
FLVS does not discriminate in admission or access to, or treatment or employment in its programs and activities on the basis of race, color, religion, age, sex, national origin, marital status, disability, genetic information or any other reason prohibited by law.