



## **Benefits Administrator**

EPC Benefit Resources, Inc. (BRI)

Reports to Executive Director and Director

This full-time, in office position is responsible for management of daily operations tasks related to the administration of health, life, retirement, and other benefit plans provided by EPC Benefit Resources, Inc to the EPC. The position is a vital communication and operational link with plan participants, churches, EPC leaders, consultants, and vendors.

**Key Relationships:** Benefit Program Administrators, Eligibility/Billing Administrator, EPC OGA office, Other Service Vendors, Bank, Church Administrators

### **Responsibilities Include:**

- Health Benefit Plans
  - Track and document weekly medical/Rx claims and invoices.
  - Support submission of various vendor invoices to the accounting team for payment processing and account reconciliations.
  - Management of relationships and contracting with participating churches, their benefit administrators and plan participants - Benefit Offerings
  - Assist with Plan Open enrollment timelines and execution.
  - Collect, research, analyze and track monthly data reports from medical and Rx program administrators and data aggregator related to utilization and care management programs, and customer service metrics. Present to Board periodically.
  - Provide customer service support to plan participants, coordinate with program vendors in escalated cases.
  - Work with service providers regarding escalated issues for member resolutions.
  - Maintain relationship with Eligibility/Enrollment/Billing Administrator.
  - Troubleshoot and be proactive with operational issues such as billing and collections, issuance of ID cards, eligibility and enrollment issues
  - Assist with annual Plan Document updates to reflect changes as needed.
  - Edit and review summary of benefits and benefit plan documents.
  - Conduct quality assessments of our programs by analyzing their effectiveness and ease of use.
- Retirement 403(b)(9) Plan Administration
  - Responsible for contracting with churches - Adoption Agreements for each church, monitoring to assure compliance with provisions.
  - Support Benefits Assistant with the process of enrollments, manual contributions, withdrawals, and correct errors and issues within the contribution process.
  - Train others in use of Simplified Contribution Platform (SCP) system.

- Communications. Be escalated contact for employees and churches on issues, concerns, policies, and procedures.
  - Review and edit documents and communications created by recordkeeper (Fidelity).
  - Reconcile Forfeiture and RCP accounts monthly. Provide journal entries
- Finance Team Support
  - Assist in the reconciliation of BRI Benefits and Retirement bank statements by reviewing transactions and providing journal entries for unrecorded transactions.
  - Provide weekly invoices to the finance team for payment processing.
  - Upload BRI credit card expenses into reimbursement software and provide journal entries for each transaction.
  - Reconcile retirement “suspense” and retirement bank account.
- General / Other
  - Information management. Support process of building and maintaining accurate BRI informational databases utilized in the administration of all programs in collaboration with OGA database administrator. Provide digital archiving and manual storage of paper records with emphasis on secure document storage.
  - Coordinate transfer of data to external contacts for services, premiums and plan administration.
  - Periodically review website and web-based tools and communicate with BRI Communications Coordinator regarding any modifications/changes that may be needed.
  - Support members by answering of phone call inquiries and troubleshooting of issues as they arise.
  - Tier 2 support. Address, research and professionally resolve issues escalated by plan participants, churches, third party administrators (TPA) and vendors.
  - Ensure proficient administration by TPA of Medicare-related tasks including the Small Employer Exception and other eligibility related matters.
  - Continually seek to streamline operational processes to optimize performance and reduce expenses.
  - Audits. Assist with the annual financial audits including gathering and producing supporting documents.
  - Document and maintain administrative policies and procedures for benefits processes.

### **Knowledge and Skills:**

- Thorough understanding of employee benefits as they relate to health and welfare plan benefits, retirement plan benefits, HIPAA, COBRA, Cybersecurity, etc.
- Three (3) or more years of experience in employee benefit administration industry a plus.
- Proficiency in Excel for handling large datasets and performing advanced calculations.



- Deep understanding of financial statements like income statements, balance sheets, and cash flow statements.
- Forecasting techniques, such as trend analysis or regression models a plus.
- Working knowledge of Microsoft Office, Adobe Acrobat, Salesforce a plus.
- Strong business communication skills with the ability to communicate to all levels of membership and vendor partners.
- Ability to commute to office located near MCO Airport Orlando, FL

### **Personal Character - Faith**

- ❖ Mature follower of Jesus Christ
- ❖ Alignment with essential EPC beliefs and values
- ❖ Motivated by and striving to help accomplish EPC mission and vision.
- ❖ Servant minded orientation in dealing with fellow employees and constituents
- ❖ Demonstrated involvement in an evangelical church including serving in a ministry or on a committee
- ❖ Willingness to provide a personal statement of faith

### **Background Information**

EPC Benefit Resources, Inc. (BRI) is a subsidiary of the Evangelical Presbyterian Church (EPC) headquartered in Orlando, FL. The EPC's mission is stated: The EPC exists to carry out the Great Commission of Jesus as a denomination of Presbyterian, Reformed, Evangelical, and Missional congregations. The denomination includes about 650 churches throughout the United States. See EPC "Essentials of Faith" at: <https://epc.org/wp-content/uploads/Files/1-Who-We-Are/B-About-The-EPC/TheEssentials.pdf>.

The EPC is the sponsor of two church plans, a self-funded medical plan and a 403(b)(9) Defined Contribution Retirement Plan both operated by BRI. The medical plan covers about 3200 lives and the retirement plan about 2400. Other health benefits and member care programs are also administered by BRI. BRI operates under the governance of its own Board of Directors under the authority of the EPC General Assembly.