



## **CITY OF JOLIET POSITION DESCRIPTION**

**TITLE:** Benefits Coordinator  
**DEP/DIV:** Human Resources  
**REPORTS TO:** Director of HR  
**EMPLOYEE STATUS:** Permanent/Full-time  
**SALARY/GRADE:** Classification 7/ Group III  
\$70,000 - \$115,621

**JOB CODE:** 1545  
**ESTABLISHED:**  
**FLSA STATUS:** Exempt  
**LOCATION:** City Hall

### **GENERAL PURPOSE**

Under general supervision of the Director of Human Resources or designee, the Benefits Coordinator, is responsible for the oversight, including administration, of the City's benefit programs. This includes but not limited to retirement plans; life, health, and disability insurance benefits; personal leave policies; and wellness programs. Also responsible for benefit orientation of new employees.

Provides direct support to employees and retirees regarding benefit enrollment, eligibility, and program administration. Maintains knowledge of applicable benefits laws, regulations, policies, and industry trends. Conducts research, prepares reports, and assists the Human Resources Director with benefits administration, compliance, and budget monitoring. Performs work in a highly sensitive and confidential environment requiring compliance with federal, state, municipal, and collective bargaining requirements.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Manage the administration and implementation of benefit programs including health, dental, vision, FSA, disability, group life, voluntary benefits, and retirement plans.
- Participate in new employee orientation, provide benefit information, and assist new employees with enrollment.
- Facilitate the employee retirement process, including coverage transition and guidance on applicable benefits.
- Execute benefit procedures during open enrollment, new hire onboarding, and qualifying life events, ensuring actions occur within required timeframes.
- Serve as liaison directly with benefit carriers to resolve benefit-related issues (employees + retirees).
- Monitor and reconcile billing for medical, dental, disability, and life insurance plans, ensuring accuracy and timely payment.
- Assist internal and external customers via walk-ins and phone inquiries; support HR initiatives including new-hire presentations and Open Enrollment.
- Facilitate the City's annual benefits fair.
- Provide ongoing assistance to employees regarding health insurance, deferred compensation, FMLA, STD, LTD, and maintain all related records.

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- Execute benefit-related correspondence for separating employees, including final pay and benefit continuation information.
- Consult with employees regarding benefit options, COBRA, enrollment details, and complete required system entries.
- Responsible for the health and wellness programs, and reporting on their effectiveness.
- Assist HR staff with special projects and research as assigned.
- Ensure payroll is updated accordingly and prepare vouchers for employee reimbursements (spousal opt-out, preventive care, healthcare opt-out, etc.).
- Complete and verify reports; maintain accurate coverage lists; submit necessary claims including retiree benefits, life insurance, Medicare, and COBRA.
- Conduct regular audits of benefit deductions.
- Serve as liaison to the Fire and Police Pension Boards.
- Maintain accurate records for active, dependent, and retiree healthcare benefits; ensure proper coverage and coordinate issue resolution with providers.
- Process all preventive care reimbursements.
- Ensure proper documentation and processing of life insurance payouts.
- Respond to inquiries from employees, elected officials, and the public.
- Perform other duties as assigned.

#### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

- Requires ability to utilize various computer software programs including but not limited to the Microsoft Office Suite.
- Requires ability to work effectively with statistical data, preparing analysis of data, drawing conclusions from such, and implementation of information drawn from such data.
- Requires ability to research, develop and implement up-to-date personnel programs and policies.
- Knowledge in working in the health and life insurance field.
- Knowledge of COBRA law, HIPAA, and FMLA regulations.
- Requires extensive knowledge of office management, practices, and procedures.
- Requires skill in decision making.
- Requires ability to communicate effectively both in oral and written form.
- Requires ability to maintain satisfactory relationships with employees, officials and the public.
- Requires ability to maintain confidentiality in all aspects of work.

#### **QUALIFICATIONS**

- Bachelor's degree in Human Resources, Psychology, Sociology or related field.
- Two (2) years' experience in benefits management is preferred.
- Equivalent combination of related education and experience will be considered.

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### **SPECIAL REQUIREMENTS**

Valid driver's license.

### **TOOLS AND EQUIPMENT USED**

Operates a variety of equipment, including personal computer, photocopier, printer, telephone and facsimile machine.

### **PHYSICAL DEMANDS**

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or operate objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work is generally performed in an office environment and includes occasional site visits to other businesses. The noise level in the work environment is usually quiet, except for office equipment background noises; subject to frequent interruptions by telephone callers and walk-in visitors. Occasional evening and weekend hours to meet deadlines; may travel to various City locations to participate in presentations and/or meetings.

### **SELECTION GUIDELINES**

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

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**DISCLAIMER**

The above statements are intended to describe the general nature and level of work being performed by an employee assigned to this position and are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

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