



## Tenacre Foundation Job Description

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**Job Title:** Staff Relations Benefits Coordinator

**Ministerial Designation:** Religiously Qualified – Exempt

**Status:** Full-time Regular

**Department:** Staff Relations

**Reports To:** Staff Relations Manager

**Prepared Date:** 2/18/2018, updated 4/4/2019

**Summary:** Participates in the Mission and Ministry of Tenacre as a member of the Staff Relations team, who support staff to uphold the healing atmosphere at Tenacre and represent that outreach of love that unites all staff as one whole. Specifically, responsible for articulating, educating, and implementing benefits and policies in accord with the teachings of Christian Science and legal standards. Processes benefit requests and serves as a liaison with benefit vendors.

### Competencies

A demonstrable understanding of Christian Science and its practical application in all aspects of the work of the Benefits Coordinator is core to being a part of Tenacre's healing mission. Additional competencies include:

**Servant Leadership and Teamwork:** Supports the camaraderie and unity among all staff and within the Staff Relations team; maintains trust and respect for one another's ministry; takes actions that demonstrate an unselfed approach.

**Communication Skills:** Communicates and responds to others (one-on-one or with a group) in a non-hierarchical manner with warmth, respect, calmness, and patience; conversation reflects the highest Biblical standard; replies to ongoing phone and face-to-face inquiries and completes requests, both on a timely basis; follows-up appropriately on requests made of others.

**Ethics:** Acts and speaks in a manner consistent with the highest ethics and integrity; inspires the trust of others; maintains confidentiality; demonstrates respect for all; keeps commitments; understands lawful and ethical standards.

**Quality Management:** Demonstrates accuracy, thoroughness, orderliness, efficiency, and attention to detail.

**Analytical Approach:** Works systematically and logically to achieve results with a large amount of information, including databases and spreadsheets; is comfortable working with numbers and performing mathematical calculations.

**Judgment:** Gets questions answered from appropriate sources; is flexible and adaptable to new priorities and ideas, uses initiative appropriately.

**Apply Functional Knowledge:** Obtains appropriate level of professional skill and knowledge to keep up with current developments in relevant areas. Learns this information and skills quickly.

**Essential Duties and Responsibilities include the following.**

#### **Metaphysical**

- Ensures that the healing mission of Tenacre is foremost in thought and is represented throughout all interactions, communications, and activities
- Brings a consistent metaphysical stalwartness that effectively addresses the specific needs of staff
- Demonstrates alertness in working with vendors that provide staff support and corrects misconceptions of Christian Science and Christian Science nursing

#### **Staff**

- Knows the *Church Manual* bylaw for the Christian Science nurse and consistently lets it pervade all work
- Expresses the qualities of a nurse, as stated in *Science and Health with Key to the Scriptures* by Mary Baker Eddy on page 395

**Specific duties;** other duties may be assigned.

#### **Systems approach**

- Utilizes word processing, database, and spreadsheet software, as well as other payroll and Human Resources software, and standard office equipment to perform the essential duties

#### **Benefits processing**

- Maintains thorough knowledge of the benefits Tenacre offers and coordinates procedures to support staff in participating in and utilizing benefits programs (including 401K, health, dental and life insurance, pension, disability, workers compensation, NJ-FLIP, FMLA), follows through with paperwork that includes preparing written communications within the specified time limits affecting both employee and employer, keeps records of all transactions
- Processes and tracks incident reports and prepares OSHA incident reporting for year-end
- Uses excellent communication and phone skills, and diligently maintains address contact list, to facilitate communication with benefit providers, and third-party suppliers, to support employees in utilizing Tenacre's benefits
- Is familiar with COBRA regulations and initiates paperwork to help terminating employees have health insurance coverage; keeps and updates the records generated
- Follows HIPPA regulations, protecting employee health insurance information, to maintain compliance
- Works with Staff Relations team to calculate, verify, and maintain records of employee earned time off (Premium and Care days/hours)
- Understands Years of Service database and helps maintain its integrity and initiates payroll requests
- Prepares Staff Relations data reports including yearly census report for the 401(k) and pension benefits; proofreads outgoing Staff Relations correspondence and reports when requested; assists with some payroll functions
- Supports audit and fiscal year end processes in the department
- Helps maintain staff records, particularly for benefits

**Benefits education**

- Educates new hires with regards to benefits
- Coordinates benefits learning sessions that involve third party educators
- Examines files and responds promptly to authorized inquiries regarding benefits claims processing
- Is able to read, analyze, and understand policies, procedures, and legal regulations as it pertains to benefits
- Is able to effectively present information and respond to questions from staff, management and vendors

**General**

- In conjunction with the Staff Relations administrative support, helps ensure that all aspects of employment paperwork for hiring, pay increases, status changes, terminations, etc., are completed, communicating with other Tenacre departments and providers as needed
- Utilizes skills with the computer and standard office equipment to provide assistance with general office duties within the department as needed
- Supports other special projects in the department
- Is willing and able to adjust schedule and/or work additional hours for special projects when requested

**Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty as stated above satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience**

- Member of The Mother Church, The First Church of Christ, Scientist in Boston, MA
- Bachelor's degree
- Demonstrated ability to read, write and speak English
- Demonstrated ability to perform business math for determining benefit allotments and other calculations
- Additional education and Human Resources experience, preferred
- Must have intermediate word processing and spreadsheet skills, and an aptitude for learning a variety of informational systems; experience with ADP payroll systems, preferred