

Benefits Program Specialist

This position currently follows a hybrid work schedule, with three in-office days. Tuesday and Thursday are Company anchor days, and the third day will be worked out with your manager.

Position Summary

The Benefits Program Specialist leads the hands-on administration of comprehensive employee benefit and leaves programs. This role ensures alignment with organizational goals, legal / compliance mandates, and market trends while optimizing the employee experience. Acting as a subject matter expert, the specialist collaborates cross-functionally to develop benefit offerings that support workforce well-being, engagement, and retention.

Principal Accountabilities

Planning and Delivery

- Administer the delivery of benefits programs including health, dental, vision, retirement, life insurance, disability, wellness, and voluntary plans.
- Collaborate on the design and implement new benefit offerings and enhancements aligned with strategic organizational goals and employee feedback.
- Administer leave programs (FMLA, ADA, parental, and state-specific leaves), partnering with HR colleagues to ensure compliance with all applicable laws and company policy.
- Coordinate day-to-day operations of retirement programs, including, facilitating enrollments, processing monthly pension payments, interfacing with vendor partners and submitting quarterly and annual reports to ensure plan accuracy, timeliness, and compliance.
- Administer annual open enrollment processes, including partnering with vendors, recommending / reviewing plan design changes, collaborating in the development of employee communications, and issue resolution.
- Maintain plan documents, Summary Plan Descriptions (SPDs), and compliance reports such as 5500 filings and ACA submissions.

Business Insight and Analytics

- Conduct data-driven evaluations of benefit program effectiveness, cost trends, and utilization to support continuous improvement and fiscal responsibility.
- Develop and present strategic insights and recommendations to HR leadership and senior management.
- Participate in benefits compliance audits and ensure data integrity within HRIS and vendor systems.
- Track, analyze, and report on benefits program KPIs such as participation rates, claims trends, wellness engagement, and cost metrics.

Communication and Relationship Building

- Act as a trusted advisor to employees, serving as the escalation point for complex employee inquiries and leave cases, resolving issues with a high degree of professionalism and sensitivity.
- Partner with legal, finance, and HR colleagues to ensure integrated delivery and regulatory compliance.
- Develop and maintain strong vendor relationships, to effectively administer benefits programs, and ensure appropriate performance/ service standards,
- Conduct new hire benefits orientations and facilitate benefits education sessions throughout the year.
- Conduct one-on-one consultations with employees on retirement readiness and pension options.

Leadership

- Act as an internal expert on benefits programs, staying current on ERISA, ACA, HIPAA, COBRA, FMLA, and state-specific regulations; guide policy updates and training accordingly.
 - Lead cross-functional initiatives to enhance employee experience through benefits innovation and communication strategies.
 - Mentor colleagues and provide training on benefits administration and compliance best practices.
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Job Requirements

Experience

- 5-7 years of progressive experience in benefits administration.
- Experience overseeing retirement plans (pension and 401(k)) strongly preferred.
- Proven experience in leave management, compliance audits, benefits plan design, and vendor management.

Education

- Bachelor's degree in human resources, Business Administration, or a related field; Master's degree preferred.
- Certified Employee Benefits Specialist (CEBS) or equivalent HR certification strongly preferred.

Skills

- Advanced knowledge of federal and state benefits and leave regulations, including ERISA, ACA, FMLA, ADA, COBRA, and HIPAA.
- Strong analytical and project management skills with the ability to translate data into strategic insights.
- Expertise in HRIS platforms and benefits technology (e.g., Workday, ADP, SAP).
- Excellent written and verbal communication skills for executive-level reporting and employee engagement.

Values

- Ethical leadership with a strong sense of confidentiality and integrity.
- Commitment to innovation, continuous improvement, and inclusive benefits practices.
- Collaborative mindset and proactive approach to problem-solving and change management.

Salary Range: \$80,000 - \$87,000 per year. This range is a good faith estimate which reflects the annual salary we reasonably expect to pay for this specific full-time position at the time of posting. The actual salary offered will be based on several factors including the candidate's experience and qualifications.