



EPC

Benefit Resources, Inc.

POSITION DESCRIPTION

**Benefits Assistant – Part-time
EPC Benefit Resources, Inc.**

Summary: This part-time, non-exempt position will support the daily tasks related to the health, retirement, and other benefit plans of EPC Benefit Resources, Inc. (BRI) that serve employees of 600+ churches of the Evangelical Presbyterian Church (EPC) and related entities. The position is a vital members service, administration and communications link with plan participants, EPC leaders, churches and benefit providers.

Reports to: Director of Benefits

Key relationships: Benefits Administrator, Benefits and Communication Assistant, BRI Executive Director and benefit program vendors

1) Responsibilities:

- **Benefit Plans: Medical/Rx, Dental, Vision, Life/LTD Insurance Plans:**
 - Handle daily services calls and email inquiries from plan participants regarding benefits matters.
 - Assist church benefit staff with coverage and eligibility inquiries.
 - Maintain productive relationships with various program vendors and BRI's third-party administrator (TPA) who provides enrollment, billing, member support and other services.
 - Assist with onboarding of new churches.
 - Provided church administration staff with training on benefit enrollment platform as needed.
 - Handle operational issues as they arise. Make recommendations for improvements when needs are identified.
 - Assist Benefits Team in other benefit plan matters and administrative tasks as needed.

- **403(b)(9) Retirement Plan Administration Support:**
 - Service daily inquiries from participants and churches received through phone and email regarding the retirement plan.
 - Assist churches in keeping agreements and documentation updated, and review and resolve issues that arise within the contribution process.
 - Assist with review and processing participant distribution, enrollment, and rollover requests.



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POSITION DESCRIPTION

- **BRI Presentations and Meetings:**
 - Assist with preparation of materials for Board of Director and Committee meetings.
 - Assist with preparation and shipping of materials for annual General Assembly.

2) Qualifications

- Education and Experience:
 - Minimum: A combination of education and experience within the employee benefits field or a minimum of two years of work experience in benefits administration.
 - Specific experience administering both health benefits and retirement plans a plus.
 - Experience in a customer service-related role
 - Familiarity with church or ministry organizations a plus
- Knowledge and Skills:
 - Service oriented personality
 - Attentive and caring phone manners and verbal communication skills
 - Writing skills for email correspondences
 - Strategic thinker, teamworking skills, organized
 - Computer skills to include Office 365 (Word, Excel, Outlook), familiarity with Salesforce a plus
 - Comfortable with multi-tasking
- Personal:
 - Mature follower of Jesus Christ, encouraging others to grow in their faith
 - Demonstrated involvement in an evangelical church
 - Affinity with essential EPC beliefs and values. Motivated by and striving to help accomplish EPC and BRI mission, vision, and goals.
 - Self-directed and self-starter
 - Handles confidential information using discretion and sound judgment
 - Must reside within commuting distance to Orlando, FL. Near MCO airport

Mission and Vision of the Evangelical Presbyterian Church

Mission: The EPC exists to carry out the Great Commission of Jesus as a denomination of Presbyterian, Reformed, Evangelical, and Missional congregations.

Vision: To the glory of God, the EPC family aspires to embody and proclaim Jesus' love as a global movement of congregations engaged together in God's mission through transformation, multiplication, and effective biblical leadership.