

Benefits Manager

At Carriage Services, Inc., we are committed to being the most professional, ethical, and highest quality funeral and cemetery service organization in our industry. It is our belief that the right quality of staff provides the necessary foundation to fuel our high performance culture and allows us to be the best at serving the needs of client families and communities nationwide.

Job Description

The Employee Benefits Manager role is accountable for performing a variety of functions associated with the organization's employee benefits programs, including the distribution and dissemination of information regarding health and welfare, life, disability, and retirement programs to employees and dependents, in order to support the growth of the business and Carriage's overall mission.

Recommends benefits programs to management by studying employee requirements and trends and developments in benefits offered by other organizations

- Supports management's decision making by analyzing benefit options and predicting future costs.
- Identifies benefit options by studying programs; obtaining advice from consultants.
- Complies with federal, state, and local legal requirements by studying existing and new legislation; obtaining qualified opinions; enforcing adherence to requirements; advising management on needed actions.
- Informs employees of benefit usage by preparing and distributing benefit reports

- Administers various employee benefits programs, including, but not limited to, medical, dental, vision, life, accident and disability programs, as well as flexible spending and health savings account programs. •
- Manages the administration of the organization's 401(k) investment and savings and stock purchase plans. •
- Administers the leave of absence process, including tracking leave time, calculating disability payments, and ensuring that appropriate and timely correspondence is sent to participants and managers. •
- Assists employees in the preparation of enrollment applications and in the completion of other employee benefits materials.
- Inputs benefits data into HRIS and related HR software applications.
- Reviews enrollment forms and other benefit documents for accuracy and completeness and forwards materials to appropriate carriers as needed. •
- Prepares the necessary documentation to enroll, change status, and terminate employee benefit plan participation.
- Serves as a liaison to insurance carriers regarding claim problems, issues, and concerns confronting employee participants.
Escalates issues as necessary to the Employee Benefits Manager.
- Participates in annual vendor negotiations and plan design sessions.
- Establishes and maintains files and records pertaining to all respective programs and participants. •
- Updates and maintains relevant benefits information on the organization's intranet site.
 - Assembles employee benefit materials and completes mass mailing as needed.
 - Verifies insurance coverage for various health service agencies and benefit certification programs.
 - Verifies the calculation of the monthly billing/premium statements for all group employee benefits programs and maintains statistical data relative to premiums, claims, and costs.
- Resolves any issues or discrepancies.
 - Participates in the implementation of new or revised benefits programs and assists in developing and arranging employee information presentations and/or enrollment meetings.
- Responds to questions and requests received via the employee benefits hotline.
- Screens incoming department calls and correspondence and responds independently when possible.
 - Prepares memorandums outlining and explaining benefits policies and procedures to a variety of

audiences.

- Creates and maintains employee benefit correspondence and spreadsheet files.
- Works with auditing teams as needed to ensure accuracy of plan data.
- Other duties as assigned.

Requirements

- Bachelor's Degree in Human Resources, Business Administration, or related field or combination of equivalent education and business experience required.
- Minimum of five years' employee benefits administration experience within a corporate HR/benefits environment. •

PHR designation preferred. •

Able to read, write and speak English fluently. Bilingual is a plus.

Analyzing Information , Financial Skills, Maintaining Employee Files, Compensation and Wage Structure, Benefits Administration, Resolving Conflict, Organizational Astuteness, Classifying Employees, Employment Law, Delegation, Retaining Employees

- Proficient in Microsoft Office Suite (Outlook, Word, Excel, Access and PowerPoint) required. •

Extremely strong customer service skills are required.

- Working knowledge of HRIS systems.

- Detail oriented and ability to work in a team setting. •

Ability to meet daily deadlines and perform tasks in a timely manner. •

Ability to analyze data and provide recommendations.

- Ability to be a self-starter and resolve issues with minimal supervision. •

Maintains a positive attitude and working environment through organization and communication. • Ability to simultaneously handle multiple projects, prioritizes tasks, and exercise good judgment.

Company Overview Carriage Services is a leading provider of professional funeral and cemetery services and products in the United States. Headquartered in the vital, thriving city of Houston, Texas, Carriage is reaching out to care for families in diverse communities throughout the country. Carriage Services is changing the face of the funeral and cemetery industry in the United States. We invite you to be a part of this sweeping change. Carriage Services is an equal opportunity employer.