

Payroll and Benefits System Coordinator Senior (Central Benefits Coordinator)  
Position Description  
March 2016

### Position Summary

Under the general supervision of the Central Benefit Section Chief, this position will perform complex enterprise-wide functions associated with the administration of the state payroll and benefits systems. This position will be responsible for the coordination of major benefit processing functions and working a liaison with benefit plan vendors and state agencies. This position will also assist in policy development and administration. In addition, this position is responsible for design, revision and inventory of benefits enrollment forms and update of the state ERP system benefits modules.

### Goals and Worker Activities

% Time Worker Activities

**25% A. Coordinate and monitor technical tasks required for biweekly and annual processing of employee benefits via the state ERP system.**

- A1. Manage the transfer of elections to ETF and other plan vendors through the electronic interface. Work directly with plan vendors on error resolution.
- A2. Manage data corrections and re-processing events.
- A3. Research and correct benefits system error reports using the on-line system.
- A4. Develop and provide training to agencies on the use of the state ERP system, and assist agencies with the on-line error correction process.
- A5. Monitor file transfers and downloads with vendors and other agencies.
- A6. Work with finance teams to release payments to vendors.

**45% B. Coordinate administrative benefits processing and act as primary liaison/consultant for all user agency payroll and benefits staff for benefit related activities.**

- B1. Perform pre-audit of agency benefits input documents for accuracy and completeness.
- B2. Correct benefit enrollments, as needed.
- B3. Apply key provisions of any applicable collective bargaining agreements and personnel rules as they relate to personnel transactions and compensation provisions and their effects on benefit eligibility.
- B4. Identify reporting and auditing needs. Develop and implement processes to monitor and audit benefits at an enterprise-wide level.
- B5. Review error reports from specified benefit programs and contact agencies as needed.

- B6. Respond to inquiries, complaints and requests from users. Work with agencies to resolve issues.
- B7. Monitor, update and update benefit arrears, retroactive benefit deductions and Pay One-Time Benefit Deduction requests.

**20% C. Policy Development and Administration**

- C1. Serve as primary benefits policy resources for agency benefits staff
- C2. Review benefits policies issues and recommend needed policy changes to Central Benefits Section Chief.
- C3. Serve as liaison to ETF and other benefit vendors for policy and contract clarifications.

**10% D. Miscellaneous Tasks**

- D1. Update state ERP system configuration as required. Update the system tables.
- D2. Run Open Enrollment, including sending out employee notifications
- D3. Participate in distribution of payroll or benefits output and other special mailings.
- D4. Periodically participate in cross-training for back-up purposes.
- D5. Perform special assignments and projects as directed by Section Chief.

**KNOWLEDGE, SKILLS AND ABILITIES:**

1. Knowledge of payroll calculations including taxes, benefits and miscellaneous deductions.
2. Knowledge of Wisconsin Retirement System rules and provisions.
3. Knowledge of the benefit programs and administration rules offered by the State of Wisconsin to employees.
4. Knowledge of collective bargaining agreements and personnel rules as they relate to personnel transactions and compensation provisions.
5. Knowledge of MS Office Suite including Outlook, Word, and Excel
6. Knowledge of effective and professional written and verbal communication skills.
7. Knowledge of automated payroll processing systems.
8. Knowledge of customer service principles.
9. Organizational skill to exercise a strong sense of priority and time management
10. Ability to maintain a professional and service-oriented relationship with customers and co-workers