POSITION GUIDE

Position Title: Program Assistant – Benefits & Compliance

Code:

Department: Human Resources Services

Group: NISUP, ESPA Eligible, Non-Exempt, Zone 14

Reports to: Benefits Supervisor

Date: November 2026

PURPOSE OF POSITION:

The purpose of this position is to serve as a key member of the Human Resources team, responsible for supporting employee benefits and wellness programs, clearance compliance for employees and agency staff, , and maintaining the Certified Driver program. The position is responsible for direct customer support to both external and internal clients and vendors.

ESSENTIAL FUNCTIONS:

All job functions are to be executed through the lens of high-quality customer service. Customers are defined as both internal and external clients. Examples demonstrative of high-quality service may include, but are not limited to, the following:

- ***prompt responsiveness to inquiries***
- ***professional and courteous verbal and nonverbal communication***
- ***proactive problem solving***
- ***embrace the Keys to the Culture***

Clearances – Employees & Agency Staff

1. Administers the clearances program to ensure IU13 employees and agency staff are compliant.

2. For existing staff: verifies, tracks and updates required PA Child Abuse Clearances, PA Criminal Record Check, and FBI Fingerprint dates in BusinessPlus (B+) for all current employees; communicates with employees, beginning 90 days beforehand, of such expiring clearances, and follows the HR Clearance 005 Procedure and all other related procedures, to ensure compliance.

3. For agency staff: verifies, tracks and updates required PA Child Abuse Clearances, PA Criminal Record Check, FBI Fingerprint, and Act 126 dates in the Compliance Tracking software.

Certified Drivers

4. Processes and tracks required paperwork and training for employees that are designated certified drivers. This includes answering questions related to the certification process; communicating with employees when information will be expiring by running monthly reports; notifying supervisors and the Project Director of staff who are non-compliant; and facilitating the annual Certified Driver renewal process.

Benefit/Wellness Related

5. Facilitates the benefits portion of the weekly New Hire paperwork sessions, which includes weekly reporting of employee eligibility to the enrollment system.
6. Completes data entry for benefits-related payroll deductions and conducts payroll audits to ensure accurate deductions occur.

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7. Responsible for supporting the annual Open Enrollment season, which includes scheduling meetings, sending emails and mailings to all eligible staff members, hosting presentations, and providing assistance with enrollment questions.

8. Responsible for all “non-go greener” USPS mailings.

9. Responsible for the semi-annual Working Spouse Rule and Over Age Dependent Audits, reviewing documents for accuracy, completeness, and timely submission. Refers issues to the Benefits Supervisor.

10. Runs monthly ACA reports and provides the results to the Project Director for HRS Operations for review.

11. Completes HIPP, Domestic Relations, Medicare, etc. forms related to the benefits programs.

12. Updates and posts Labor Law posters, as needed.

13. COBRA Administration, which includes completing terminations in the enrollment system, generating COBRA notices, tracking payments, etc.

14. Generates employee benefits invoices when deductions cannot be completed through payroll.

15. Submits items to EDO for inclusion in the weekly staff newsletter (all staff) and schedules Moments in the enrollment system (specific plan information).

16. Coordinates the bi-annual Wellness Fair, answers questions about the IU’s Employee Wellness program, and collaborates with external customers to offer “lunch and learn” type sessions to employees.

17. Issues transmittals or vouchers for tasks related to HIPAA payments.

18. Responsible for benefits contract entry into OnBase and receiving/creating invoices for all benefits programs.

19. Facilitate and track HIPAA training for applicable employees.

Miscellaneous:

20. Maintains up to date technical skills including, but not limited to: PowerSchool products, ESM Solutions, SharePoint, Starz12, Resource Manager, Expression Engine, various web tools and Microsoft Office Suite as required for position.

21. Adheres to the established work schedule through regular and consistent attendance.

22. Proactively works as a team member to solve/assist with problems, issues, and opportunities.

23. Follows all federal, state and local laws/requirements pertaining to privacy practices, including but not limited to, FERPA and HIPAA. In addition, knows, observes, and adheres to all LLIU policies and procedures.

24. Performs other duties, as assigned.

MARGINAL FUNCTIONS

Marginal function will vary with the specific assignment and depend on the particular unit function for which the person is responsible.

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KNOWLEDGE & SKILL REQUIREMENTS:

Education: High school diploma or GED and a minimum of 2 years' relevant experience.

Skills:

- Excellent organization, critical thinking, interpersonal communication, time management, customer service, and relationship-building skills required.
- The ability to work in an innovative, ever-changing fast-paced environment and handle highly confidential information appropriately and with tact and diplomacy.
- Procurement experience and public procurement compliance knowledge preferred.
- Continually stays current with all procurement and procurement related compliance issues and best practices.
- Ability to work with minimal supervision.
- Excellent technology skills to include, but not limited to, PowerSchool, SharePoint, Resource Manager, Expression Engine, various web tools and the Microsoft Office Suite.
- Utilizing Business Plus, OnBase, etc. systems and software skills to ensure that they are updated.

SUPERVISION OF PERSONNEL:

N/A

PHYSICAL/MENTAL/ENVIRONMENT:

Physical Demands:

Activities:	Sit: 75% Walk/stand: 25%
Lifting:	Normal office lifting of data binders, file boxes for auditors, occasional lifting to 35 lbs.
Vision:	Close concentration; constant viewing/use of computer screen
Mental Demands:	Interpreting, analyzing, and problem-solving.
Environment:	Hybrid work environment (normal office and home-based office)

I have reviewed the essential functions, knowledge and skill requirements, and physical/mental environmental demands of this position. By my signature below, I am verifying that I am able to fulfill all essential functions, requirements and demands of the position as stated with or without reasonable accommodations.

Print Name

Signature

Date

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