

# Town of Franklin

355 East Central Street  
Franklin, Massachusetts 02038-1352



Phone: (508) 553-4810  
www.franklinma.gov

## Office of Human Resources

### JOB POSTING NOTICE

**POSITION:** Benefits Coordinator  
**DEPARTMENT:** Human Resources  
**SALARY:** \$60,000 - \$70,000 annually  
**HOURS:** 35 hours per week  
Exact schedule to be determined  
**POSTED:** May 8, 2024  
**Priority Deadline:** May 24, 2024

The Town of Franklin is seeking a highly motivated and skilled individual to fill the role of Benefits Coordinator for employees in the Town of Franklin and Franklin Public Schools.

The Benefits Coordinator will be responsible for operational and transactional tasks associated with benefits management and support of employee benefit records for town, school, and retired employees.

The Benefits Coordinator will assist the School and Town HR departments with managing leaves of absence and ensuring that leaves are properly requested and documented. This will include personal leaves, worker's compensation, injured on duty for Police and Fire, and FMLA leaves.

The Benefits Coordinator performs the following duties:

- Provides excellent customer service to all employees, retirees, and customers interacting with the Human Resources office.
- Serves as the main point of contact with all vendors who currently work with the Town/Schools. Shares important updates with employees on a regular basis.
- Serves as a member of the Insurance Advisory Committee (IAC) and works closely with senior management from the Town and Schools and our external benefits consultant to make sure that our insurance offerings are robust and competitive.
- Accurately calculates payroll deductions associated with benefits. Collaborates with the Accounting Department to ensure a smooth flow of payroll-related information. Assists with data entry.
- Responds to employee inquiries regarding benefit enrollments, changes and terminations; maintains employee files while ensuring both accuracy and confidentiality.
- Troubleshoots and resolves issues that employees might have with their coverage.

- Assists in auditing invoices to ensure that charges are accurate and timely.
- Helps create and maintain a benefits website for employees to easily find accurate, timely information and forms.
- Reviews, tracks and monitors trends in benefits and makes recommendations for improvement.
- Administers town-wide annual benefits enrollment process; communicates benefit changes to employees through multiple methods.
- Tracks leaves, including medical leaves under Workers Compensation, FMLA and/or Injured on Duty Leave for Police and Fire personnel (M.G.L Chapter 41, Sections 100 and 111F). This includes communicating with employees, human resources staff and insurance companies; tracking all leaves in a shared google sheet; and ensuring that all paperwork is complete and deadlines are met for FMLA purposes.
- Ensures that all leaves of absence are in accordance with language in local bargaining unit contracts.
- Manage health and life insurance benefits for retirees for the Town of Franklin and Franklin Public Schools.
- Responds to requests from employees via phone, email, and walk-in visitors daily.
- Other related duties, projects, or expanded responsibilities as assigned.

**Required Qualifications:**

- Intermediate to advanced skills in Microsoft Word & Excel and Google Suite products
- Ability to learn and adapt to new technology
- Two or more years of progressive benefits / human resource experience
- Solid communication and interpersonal skills
- Excellent customer service skills
- Current knowledge of federal state, and local regulations
- Familiarity with administrative best practices and the ability to simplify and streamline processes
- Ability to maintain confidentiality
- Superior organization skills
- Ability to multi-task and manage multiple projects at once

**Preferred Qualifications:**

- Bachelor's degree from an accredited college or university in a related field
- Experience in Human Resources and/or benefits in the public sector (municipality or the State)
- SHRM Certification or similar HR certification

The selected candidate must be authorized to work in the United States and be able to pass a criminal background check and a pre-employment physical exam, including a drug test.

Interested candidates shall email a resume and cover letter in Microsoft Word or PDF format to [apply@franklinma.gov](mailto:apply@franklinma.gov). Please put "Benefits Coordinator" in the subject line of the email.