JOB DESCRIPTION

Compliance Officer

Possess a deep knowledge of ERISA/Employee Benefit law and educate staff and clients on the multitude of laws and regulations that affect benefit plans to ensure clients, as well as staff, are compliant and avoid penalties.

Essential Duties and Responsibilities include the following:

- **Client Work**
  - Works with new clients who may have compliance deficits to understand the extent of the issues, to prioritize those issues and develop a plan to address the issues.
  - Works with existing clients helping them understand changes to benefit laws, the implications to their plans, and how to take the necessary steps to be in compliance.
  - Conducts Compliance Audit with the client using the Compliance Toolkit; creates a compliance report that outlines issues and suggestions for becoming more compliant. Provides samples of documents when necessary, and performs necessary follow up.
  - Meets with client HR to discuss legal aspects of the company’s benefit plan.
  - Resolves major compliance issues with clients.
  - Responds to questions from clients of partnering organizations (e.g. CAI).
  - Gathers documents, organizes information and conducts preparation meetings with clients that are being audited by the Department of Labor.

- **Projects and Creating Tools**
  - Builds repeatable platforms and calculators to solve client issues and to better serve clients in the future.
  - Subject matter expert for HCW projects, for both external or internal...
purposes.

- **Communications and Education**
  - Establishes partner relationships with subject matter experts in employee benefits laws.
  - Responsible for understanding legislative processes & tracking legislation relevant to employee benefit plans.
  - Creates & delivers presentations through HCW and partnering organizations to educate the market on the legal aspects of benefits plans.
  - Assists consultants in developing compliance presentations.
  - Works with internal team to create white pages & employee communications based on client needs.
  - Reviews all compliance communication pieces to ensure content is accurate according to legal standards & requirements.
  - Creates “Compliance Alerts” for delivery to clients based on legal requirements whether new or as additional guidance is issued.
  - Educates and provides support to internal team members on benefits compliance issues.

**Qualifications/ Requirements:**

- Must have an undergraduate & J.D., plus a minimum of three years’ experience preferably in ERISA/employee benefit law or healthcare law.
- Background and prior knowledge of health and welfare regulations required.
- Strong ability to lead others in project work.
- Ability to read and interpret employee benefits laws & complex legal documents.
- Highly self motivated, achievement oriented with the ability to work individually & in teams.
- Excellent communication skills, verbal and written.
- Excellent grammar, verbal and written.
- Good computer and keyboarding skills, spreadsheet ability.
- Excellent customer service skills (friendly, courteous and helpful).
- Detail oriented with the ability to summarize in layperson terms.

**Knowledge:**

- Knowledge of legal language and the ability to maneuver through and understand detailed legal documents.
- Knowledge of how to read, analyze, and explain law and to translate complex ideas into easy to understand language.
- Knowledge of employee benefits laws and regulations.
• Knowledge of agencies structures & how they enforce employee benefits laws and regulations.
• Knowledge of state laws and how they interact with federal laws.
• Ability to read court cases, understand and explain the practical application.
• Have an advanced understanding and experience of law in order to learn more quickly and process knowledge on the job.

Skills:
• Presentation - creates clear and easy to understand compliance presentations.
• Relationship Building - successfully interacts and develops relationships with clients.
• Analytical - analyzes legal documents and breaks down information into understandable pieces.
• Flexible - flexes style and approach based on the client’s level of knowledge and experience with the legal aspects of benefits plans.
• Written & oral communication skills - communicates difficult to understand compliance laws and regulations.
• Research - uses research tools to find answers to legal questions; utilizes various resources to gain knowledge and remain up to date on changes.
• Listening and Questioning - actively and attentively listens in order to ask the client appropriate questions to better understand their compliance situation.
• Organization - gathers, sorts, and compiles large amounts of information on a daily basis.
• Multi-task- ability to attend to and prioritize multiple and competing activities and deadlines.

Attributes:
• Creativity - sees different and unique solutions to problems and knows there may be multiple solutions to any problem; creatively communicates information to clients through engaging presentations.
• Credible - confident in one’s work in order to gain trust and respect from others; stays up to date on knowledge in the industry so as to present oneself as an expert.
• Composure - maintains an even-temper in front of team members and clients in difficult situations.
• Intuitive - has an understanding of what is going on in the environment and can use this to better serve clients.
• Consultative - uses existing knowledge and logic to advise clients and provide them with necessary information to act compliant.
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**Tools:**
- SalesLogix - uses SalesLogix to gather information on clients to better understand their benefit plans and provide assistance regarding compliance issues.
- EBIA (web-based resource) - proficient knowledge & experience using EBIA as a resource to solve client issues and gain knowledge.
- Casemaker (web-based resource) - advanced understanding of the legal search engine used to research laws & court cases unique to employee benefits.