

Job Posting Benefit Services Specialist



IMMEDIATE JOB OPENING

Posted: August 07, 2026

Please refer to the attached **Job Description** for detailed information regarding responsibilities, qualifications, and requirements.

Application Instructions

Interested applicants should submit all required materials to:

Geneva Benefits Group

Attn: Human Resources

Email: careers@genevabenefits.org

Applicant Information

Applicant Name (First and Last): _____

Applicants must confirm completion and agreement with the following by checking each box and returning this page with their application materials:

- ☐ Cover Letter Included
- ☐ Resume Included
- ☐ Agreement with Geneva's Employer Statement (see below)
- ☐ Agreement with Geneva's Statement of Faith (attached)

Employer Statement

Geneva Benefits Group not discriminate against any person on the basis of race, color, gender, national origin, age, disability, or veteran status, whether in hiring, promotion, pay, or benefit decisions. Nevertheless, as a Christian ministry, Geneva reserves the right to hire only those individuals who make a credible profession of faith in Jesus Christ and who demonstrate qualifications for the position being filled. While as a church entity, Geneva is not subject to the Americans with Disabilities Act, Geneva does not discriminate against any qualified individuals with a disability. Geneva will make reasonable accommodations to allow a disabled employee to perform the essential functions of his or her job whenever possible. It is the responsibility of the disabled employee to request an accommodation of his or her physical or mental disability by contacting his or her supervisor.

About Geneva Benefits Group

Geneva serves those who serve others, providing practical support for the financial, physical, and emotional wellbeing of ministry leaders and workers.

Geneva was founded by the Presbyterian Church in America (PCA) and continues to serve the PCA and other reformed denominations.

Our Mission

Geneva Benefits Group supports the wellbeing of ministry leaders, workers, and their families, so they can live generously in every season of ministry.

Our Vision

We believe the gospel advances and the church thrives as men and women who serve PCA ministries grow spiritually, emotionally, and financially healthy.

Our Values

We Know You: We Understand Ministry Life

We Know How: We Continuously Pursue Excellence

We Care: Relationships Are Our Bottom Line

Job Description Benefit Services Specialist



Division:	Business Development	FLSA Status:	Exempt Full-Time
Department:	Product & Services	Location:	On-site Lawrenceville, GA
Reports to:	Benefit Services Manager	Work Schedule:	Monday–Friday 8:00 AM – 5:00 PM

Summary

The Benefits Services Specialist serves ministry partners and their employees by providing thoughtful, accurate, and compassionate support for Geneva Benefits Group's employee benefit programs. This role is ideal for an individual who is ministry-minded, service-oriented, detail-focused, and passionate about helping others understand and access the benefits available to them. The Specialist responds to participant inquiries, supports benefit plan administration, collaborates with ministry administrators, coordinates with vendors, and helps ensure benefit operations are delivered with excellence, care, and integrity.

Key Responsibilities

Customer Care

- Serve as a gracious, patient, and knowledgeable primary point of contact for participants and administrators seeking assistance with benefit-related questions and concerns.
- Provide timely, accurate, and helpful responses to inquiries, resolving issues with empathy, professionalism, and clear communication.
- Build and maintain trusted relationships with ministry administrators by listening carefully, following through on commitments, and delivering exceptional service that supports long-term engagement and retention.
- Clearly explain Geneva Benefits Group's benefit plans and programs, enabling participants and administrators to make informed decisions with confidence.
- Support ministry administrators with enrollment, billing, payments, plan compliance, eligibility, and day-to-day plan administration activities.
- Develop and maintain a strong working knowledge of Geneva's insurance and retirement plan offerings, including medical, dental, vision, term life, voluntary accidental death and dismemberment (AD&D), short- and long-term disability, medical reimbursement accounts, and retirement plans.

Plan Administration

- Maintain accurate and up-to-date records of participant and administrator information, interactions, transactions, and account changes within applicable systems.
- Develop and maintain proficiency in internal and external systems, including Salesforce and vendor platforms that support benefit administration, insurance, and retirement plans.

This Section to be Updated by HR Department Only

Title Benefit Services Specialist
Author M Melendez
Div Owner Business Development
Approved by ELT

Doc Number JD-BD-003
Creation Date 01/25/2021
Review Date 08/06/2026
Last Revised Date 08/06/2026

Job Description

Benefit Services Specialist



- Regularly review procedures, systems, and workflows; update documentation as needed; and recommend process improvements that enhance accuracy, efficiency, compliance, and service quality.
- Collaborate with vendors and ministry administrators to research, troubleshoot, and resolve benefit-related errors, discrepancies, and service issues.
- Generate, review, and distribute monthly insurance invoices, ensuring accurate premium billing, adjustments, reconciliations, and timely follow-up when needed.
- Administer employee benefit enrollments and coverage changes, and provide participants with guidance regarding portability, conversion, and continuation options when coverage ends.

Qualifications

Faith and Mission Alignment

- Demonstrated devotion to Jesus Christ, evidenced by personal spiritual maturity, Christian character, and a desire to glorify Him through faithful service.
- A mature follower of Christ whose life reflects the fruit of the Spirit, a commitment to personal holiness, and a solid understanding of foundational Christian doctrine.
- Active member of an evangelical Christian church that affirms the tenets of historic Christianity. Membership in the Presbyterian Church in America (PCA) is strongly preferred but not required.
- Genuine passion for serving the Church, ministry leaders, employees, and their families with humility, compassion, patience, and Christ-centered care.
- Affirmation of Geneva's Statement of Faith and adherence to the organization's Code of Conduct.

Education

- High school diploma required.
- Associate's or Bachelor's degree preferred.

Experience

- Minimum of 3 years of experience in employee benefits, retirement plan administration, insurance plan administration, customer service, or a related administrative support role preferred.

Core Competencies

- Strong written and verbal communication skills, with the ability to explain benefit plans, processes, and complex information clearly, accurately, and compassionately.

This Section to be Updated by HR Department Only

Title	Benefit Services Specialist
Author	M Melendez
Div Owner	Business Development
Approved by	ELT

Doc Number	JD-BD-003
Creation Date	01/25/2021
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Last Revised Date	08/06/2026

Job Description

Benefit Services Specialist



- Excellent organizational skills, attention to detail, and follow-through, with the ability to manage multiple priorities effectively in a fast-paced, service-focused environment.
- A servant-hearted approach, demonstrated through patience, professionalism, discretion with confidential information, and a genuine desire to serve and support others.
- Proven ability to manage competing responsibilities and shifting priorities while maintaining accuracy, responsiveness, and a high standard of service.
- Ability to work collaboratively and build positive working relationships with internal team members, vendors, plan administrators, ministry leaders, and participating organizations.

Technical Skills

- Proficiency in learning and using databases, online portals, reporting tools, and Microsoft Office applications, with the ability to adapt quickly to new technologies and systems. (e.g. Office 365, Adobe Acrobat, Teams, Asana).
- Ability to learn and effectively use organizational systems and tools (e.g., CRM platforms).

Work Environment & Physical Requirements

- This is a fully on-site role requiring daily in-office presence.
- Prolonged periods of sitting, standing, and walking throughout the office.
- Occasional light lifting (up to 20 lbs.).
- Regular interaction with staff, vendors and ministry partners.
- Reasonable accommodation provided in accordance with applicable laws.

Additional Information

- Periodic travel may be required to support organizational needs.
- This role does not include supervisory or people-management responsibilities.

General Statement

- This job description is not intended to be an exhaustive list of all responsibilities. Employees may be assigned additional duties as needed to support organizational goals.
- This document does not constitute a contract of employment implied or otherwise; employment remains at-will.

Author:	Mark Melendez
Title:	Director, Benefit Services
Date Approved:	01/25/2021
Reviewed By:	Mark Melendez
Title:	Sr. Director of Product & Services

This Section to be Updated by HR Department Only

Title Benefit Services Specialist
Author M Melendez
Div Owner Business Development
Approved by ELT

Doc Number JD-BD-003
Creation Date 01/25/2021
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Job Description Benefit Services Specialist



Date Reviewed/Revised:	08/06/2026
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A job description should be reviewed annually and updated as often as necessary.

See following page for revision tracking notes.

This Section to be Updated by HR Department Only

Title	Benefit Services Specialist
Author	M Melendez
Div Owner	Business Development
Approved by	ELT

Doc Number	JD-BD-003
Creation Date	01/25/2021
Review Date	08/06/2026
Last Revised Date	08/06/2026

Purpose.

We believe it is important for current and future employees to understand the values inherent in our ministry and what is expected of them as we seek to serve our mission. To that end it is our conviction that we uphold the dignity of each individual as we embrace the unchanging and longstanding principles of scriptural truth. The Geneva Benefits Group (Geneva) Statement of Faith is not an exhaustive statement of our beliefs. The Bible, as the inspired and infallible Word of God, speaks with absolute authority regarding the proper conduct of mankind and is the unchanging foundation for all belief and behavior. As Geneva is an agency of the Presbyterian Church in America (PCA), the Constitution of the Church shall have control over any provisions of this document. Nonetheless, in order to provide transparency about our beliefs the following Statement of Faith has been created.

We Believe.

1. The Bible to be the inspired, infallible, authoritative, inerrant Word of God (2 Timothy 3:16, 2 Peter 1:21).
2. There is one God, eternally existent in three persons-Father, Son, and Holy Spirit (Genesis 1:1, Matthew 28:19, John 10:30).
3. In the deity of Christ (John 10:33), His virgin birth (Isaiah 7:14, Matthew 1:23, Luke 1:35), His sinless life (Hebrews 4:15, 7:26), His miracles (John 2:11), His vicarious and atoning death (1 Corinthians 15:3, Ephesians 1:7, Hebrews 2:9), His Resurrection (John 11:25, 1 Corinthians 15:4), His Ascension to the right hand of God (Mark 16:19), His personal return in power and glory (Acts 1:11, Revelation 19:11).
4. In the necessity of regeneration by the Holy Spirit for salvation because of the radical corruption of human nature, and that one is justified on the single ground of faith in the shed blood of Christ, and that only by God's grace through faith alone are we saved (John 3:16-19, 5:24; Romans 3:23, 5:8-9; Ephesians 2:8-10; Titus 3:5).
5. In resurrection of both the saved and the lost; they that are saved unto the resurrection of life, and they that are lost unto the resurrection of condemnation (John 5:28-29).
6. In the spiritual unity of believers in our Lord Jesus Christ (Romans 8:9, 1 Corinthians 12:12-13, Galatians 3:26-28).
7. In the present ministry of the Holy Spirit by whose indwelling the Christian is enabled to live a godly life (Romans 8:13-14; 1 Corinthians 3:16, 6:19-20; Ephesians 4:30, 5:18).

This Section to be Updated by HR Department Only

Title	Statement of Faith
Author	C Lilly
Dept Owner	HR
Approved by	ELT

Policy Number	HR-008
Creation Date	07/26/2022
Review Date	08/05/2024
Last Revised Date	08/06/2024

POLICY
Statement of Faith



8. The Gospel message is for every tribe, tongue, and nation. (Revelation 7:9-10, 14:6).
9. Bible-believing, professed Christians should be faithful members of a Gospel preaching church. (Acts 2:42, 44, 46; Hebrews 10:24-25).

This Statement of Faith reflects the intentions of Geneva. However, all hiring, job placement, discharge, and other employment decisions will be made in and at the sole discretion of Geneva.

Regardless of denominational affiliation, all employees agree to respect the PCA's and Geneva's beliefs. Geneva reserves the right to discharge employees for any reason, including but not limited to immoral or unethical conduct, conduct contrary to Scriptural teachings, habitual or unrepentant sin, and conduct negatively affecting other employees or reflecting negatively on Geneva's ministry and witness for Christ, and without regard to whether such conduct occurs on or off company time or premises.

Geneva's Executive Leadership Team ("ELT") holds final interpretive authority on biblical meaning and application with regard to the impact of PCA faith, doctrine, policy, practice, and discipline on all Geneva employment and operational decisions.

The ecclesiastical Constitution of the Church is defined in the Book of Church Order, Preface III. The provisions of the Constitution shall [have] control over any provisions of this Policy to the extent of any conflict therewith.

I hereby acknowledge that I have received, read, and understand this Statement of Faith as outlined above. I also acknowledge that I am in agreement with this Statement of Faith.

Signature	
Printed Name	
Date	

Return signed form to the Geneva's HR Department

This Section to be Updated by HR Department Only

Title Statement of Faith
Author C Lilly
Dept Owner HR
Approved by ELT

Policy Number HR-008
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