



BENEFITS SPECIALIST I

GENERAL RESPONSIBILITIES

Under general supervision, position is responsible for the development, implementation, and maintenance of comprehensive benefit plans and/or wellness programs.

ESSENTIAL FUNCTIONS

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Perform as team member in the administration of benefit plans/wellness programs and special projects.
- Provide advanced customer service/public relations for employees, retirees, and their families for City and Schools.
- Determine eligibility for benefits enrollment or wellness participation in accordance with proper regulations and procedures.
- Develop and conduct presentations for benefit and/or wellness programs to include seminars, exhibits, orientations and health screenings.
- Design and provide content information for benefit plan and wellness program material (e.g., newsletters, publications, and promotional materials).
- Design and maintain databases.
- Highly organized and handles multiple priorities.
- Manage special projects as directed by management. ☐
- Perform related work as required.

JOB SPECIFIC TASKS

Employee Benefits

- Research and resolve eligibility, enrollment and claims issues with vendors.
- Determine retiree and Public Health Service Act (PHSA) eligibility and provide notifications.
- Prepare Health Insurance Portability and Accountability Act (HIPAA) letters or conversion documentation for continuation coverage.
- Prepare advanced benefit enrollment for double employees, qualifying events, court orders, grandfathered employees, age catch-up, summer coverage, military coverage, line of duty, etc.
- Perform rate calculations.
- Process evidence of insurability coverage and claims.

Wellness and Prevention Program

- Assist with the implementation and maintenance of comprehensive wellness and disease management programs.
- Design and maintain databases.
- Assist with the implementation of strategic plans.

Data Analysis/Technical Support

- Analyze and resolve system errors in benefits module of HR/Payroll.
- Create and revise benefit plans and perform system upgrades in the benefits module.
- Conduct testing of benefit plans set-up and system upgrades.
- Create, run, and prepare benefit plan reporting data utilizing reporting programs.
- Perform system extracts and transmits electronic enrollment data to vendors.
- Perform billing reconciliations and manage payments to benefit vendors.
- Prepare deposits and provide check management.
- Collaborate with the Department of Technology/COMIT and WISE/InSite team members to resolve daily functional issues.



KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of laws and regulations governing benefits administration, employee benefits plans, termination, leave and retirement policies relating to continuing health benefits/insurance, and health credit and life plan administration. Knowledge of accounting techniques to include posting to accounts and performing mathematical computations with speed and accuracy, is essential. Must have the ability to comprehend and administer employee benefits plans and/or wellness programs based upon policies, regulations, and program practices; ability to perform technical and administrative work and apply computer skills to complete complex tasks; ability to work with computer programs set-up and maintenance, data extraction and analysis, and problem resolution associated with the use of the program; ability to make some independent decisions based upon thorough knowledge of benefit plans and/or wellness program criteria; ability to understand and follow oral and written directions, act independently and establish and follow detailed work procedures; ability to communicate effectively and tactfully with internal and external contacts at all levels; ability to speak in public and provide excellent customer service; ability to analyze situations and establish an effective course of action; ability to manage multiple priorities. Must possess excellent organizational and customer service skills and be proficient in the use of all Microsoft Office products including MS Publisher, and public speaking. Additional information related to Wellness program requirements: Knowledge of population-based wellness and disease management program principles and creative writing in graphic design required.

EDUCATION AND EXPERIENCE

Required:

An associate degree in health education/administration, public health, or related field.

Four (4) years of experience in benefits administration or program management, health promotion, or disease prevention.

Preferred:

General Benefits Administration (GBA) or Retirement Plan Association (RPA) certification in CEBS Serie.

A comparable amount of training and experience may be substituted for the minimum qualifications.

PHYSICAL REQUIREMENTS

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public using the telephone and personal contact as normally defined by the ability to see, read, talk, hear, handle or feel objects and controls. Frequent sitting, walking, bending, grasping, fingering, repetitive motion, reaching, and driving. Occasional standing, Stooping, and crouching. Ability to lift up to 20 pounds frequently. Requires timely and regular adherence to established work schedules.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

SPECIAL REQUIREMENTS

Possession of a valid driver's license and vehicle for transportation.

Regular and reliable attendance is an essential function of this position.

FLSA Status: Non-Exempt	Description: 8/12, 7/20
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