



JOB SPECIFICATION
BENEFIT SPECIALIST

Code 12106
Grade GS 47

General Purpose

Under general supervision, perform a wide range of a accounting or customer service duties related to administration of group insurance and employee benefits for City employees, retirees and their dependents.

Typical Duties:

Research and audit insurance selections, update payroll system, verify payments and deductions and reconcile monthly billing for group insurance and optional employee benefits for City employees, retirees and their dependents. Involves: Interview new employees and explain benefit options, create detailed spreadsheets with data related to various insurance plans, employee deductions and City contributions, maintain accurate records, utilize network and personal computer based computer systems to update status changes including new employees, changes in dependent status, terminations or transfers. Assist in the annual open enrollment process. Conduct informational meetings, distribute and explain plan information, audit employee/retiree plan selections, and update plan selections in payroll system. Reconcile monthly payment to insurance companies, audit status changes and reconcile billing statement.

Assist employees, retirees and dependents with service issues. Involves: Research plan documents, contact vendors or third party administrators, facilitate resolution of issues and respond to concerned party. Interact with a wide range of employees, retirees, dependents and coworkers including those who may be experiencing significant stress. Identify employees on leave (leave without pay, worker's compensation, family medical leave, accident with compensation), analyze deduction reports to verify amounts missed for payroll deductions, contact affected employees and arrange repayment agreement to ensure continuing coverage. Process court ordered dependent changes.

Perform related duties as required. Involves: Perform duties of supervisor or coworkers if necessary to ensure continuity of operations during absences.



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Knowledge, Skills, and Abilities

- Application of good knowledge of federal, state and local laws, regulations, rules and ordinances related to municipal accounting, finance, fiscal controls, health, life and optional employee benefits programs.
- Application of good knowledge of modern municipal accounting and management practices, generally accepted accounting, and complex clerical accounting practices and procedures.
- Application of good knowledge of computer hardware, software and peripherals related to a wide range of accounting and financial management operations including computerized financial and payroll applications.
- Application of good knowledge of state and federal laws and regulations related to employee benefit programs.
- Application of good knowledge of customer service/public relations practices and procedures.
- Interpret oral, written, quantitative and electronic information dealing with complex variables to identify and analyze, and solve practical problems such as benefit service complaints.
- Interpret oral, written, quantitative and electronic information dealing with complex issues such as insurance plan documents to identify and solve practical problems such as benefit coverage/service complaints.
- Record, proof, break down, summarize and analyze complex accounting, financial or computer data and process a high volume of alpha-numeric detail work accurately to meet strict deadlines while facing constant interruptions.
- Establish and maintain effective working relationships with department directors or supervisors, employees, retirees, dependents, coworkers, benefit vendors and third party administrators.
- Clear, concise oral and written communication to develop and present reports to management.
- Attention to detail and established deadlines; prepare complex analytical reports and maintain detailed accounting records.
- Safely operate common office equipment, personal computer, network workstation, related computer applications such as word processing, spreadsheet and database programs.

Other Job Characteristics

- Extensive contact with employees, retirees and their dependents in assisting with insurance issues.

Minimum Qualifications

Education and Experience: A High School diploma or GED, and four (4) years budget or accounting support, or insurance, or employee benefits experience.

Licenses and Certificates: None.