
Position:	Benefits Assistant	FLSA:	Non-Exempt
Department/Site:	Benefits Department	Salary Grade:	11
Reports to/Evaluated by:	Assoc. Supt., Administrative Services	Salary Schedule:	Non-Operations

SUMMARY

Under general supervision provides day-to-day support for the self-funded components of the employee benefits program. Processes employee benefits transactions in at least the following areas: group health and welfare, other forms of group insurance, and workers compensation. Work is performed with some independence and use of some independent judgment. Position is reviewed through observation of the work in progress and results obtained.

DISTINGUISHING CAREER FEATURES

This is a technical-clerical position. Advancement to this position requires compliance with the position qualifications and a demonstrated ability to communicate, analyze, and administer benefits plan transactions. Advancement beyond this position in the same field would require the ability to evaluate, communicate, and implement a complete program.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assists in the day-to-day administration of the benefit program for employees. Assists with orientation of new employees, answers basic program questions, processes documents on a timely basis, processes bills, and provides data for required reports.
- Collects enrollments, terminations and change information for maintenance of employee and dependent benefits. Enters data for enrollment and processing of claims. Verifies the accuracy of all documents.
- May counsel enrolled employees/retirees and dependants on effective use of benefit programs. Assists employees in completing forms, interpreting coverage, and in making decisions about options.
- Serves as liaison between employees and plan administrators for questions, coverage issues, and conflicts. May correspond with insurers, physicians, hospitals, etc., regarding claims or employee issues.
- Assists with regular communications about the benefits programs through open enrollments, periodic orientations, written communications, and newsletters.
- Assists with enrollment programs for employees to learn about and select benefits options.
- Maintains up-to-date and compliant employee files and records for employee benefits. May maintain files and correspondence for workers compensation.
- Receives and processes termination and resignation notices from human resources. May counsel employees on COBRA privileges. Processes documentation for COBRA and other special program requirements.
- Performs other related duties and responsibilities as required.

QUALIFICATIONS

Knowledge and Skills: Requires knowledge of clerical benefits processing and customer service techniques. Requires procedural knowledge of common employee benefit plan provisions such as group insurance and workers compensation. Requires sufficient human relation skills to convey technical concepts to others, to deal with sensitive and confidential information, and to facilitate discussions in individual settings. Requires demonstrated skills at accessing relational databases, verifying numerical and demographic information, and entering information onto established data entry screens.

Abilities: Requires the ability to carry out all aspects of the position; to understand and interpret policies, procedures, techniques, and rules governing employee benefits; to provide customer service for efficient document processing; to orient employees on basic plan provisions; and to maintain confidentiality of records and certain communications. Requires the ability to perform math and statistical calculations. Requires the ability to convert involved technical and legal information into practical communications.

Physical Abilities: Requires sufficient ambulatory ability to perform work at multiple locations. Requires the ability to lift, move, and carry lightweight materials less than 25 pounds. Requires sufficient hand-arm-eye coordination and hand/finger dexterity to use a computer keyboard and common office equipment. Requires near visual acuity to recognize words and numbers. Requires auditory ability to project voice to small groups and to carry on conversations over the phone and in person.

Working Conditions: Work is performed in usual office conditions with rare exposure to disagreeable environmental factors.

Education and Experience: High School diploma or equivalent with emphasis in business; supplemented by two (2) years of experience within a human resources function, preferably supporting employee benefits programs. Any equivalent combination of education, training and experience.

Credential Requirements May require valid Driver's License.