



BENEFITS ASSISTANT

GENERAL RESPONSIBILITIES

Act as a liaison between employees and benefits companies assisting in the coordination and administration of benefits programs for both City and School employees including health insurance, dental insurance, flexible benefits, group legal plan and employee assistance program.

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.)

- Answer a large volume of telephone inquiries. Answer benefit questions, researches specific questions, and responds verbally or in writing, as necessary.
- Receive, review, and process benefits applications.
- Serve as liaison between City and School employees and benefits companies; resolve claim problems, as necessary.
- Communicate with representatives from health/dental insurance companies to discuss benefits/claims issues.
- Make independent benefit decisions based on Federal and State insurance guidelines and existing contracts.
- Review and research claim issues.
- Perform all daily tasks required for maintaining the health/dental insurance, flexible benefits, legal resources, and employee assistance programs.
- Enforce health insurance court orders; complete all insurance verification requests from outside sources.
- Review, revise, or initiate information brochures received from benefits companies.
- Consult with retirees in person or by phone to review the process for continuing benefits after retirement.
- Work closely with billing person and payroll supervisor to ensure that levels of coverage for all employees on benefits plan is accurate.
- Prepare articles for employee publications.
- Review utilization data from the Employee Assistance Program to determine areas of special need.
- Coordinate yearly mailing of Employee Assistance program materials and yearly mailing of Legal Resources survey.
- Prepare yearly DataMatch report (Medicare) for employees, complete yearly Medicare report
- Assist in preparation of Requests for Proposals (RFPs). Serve on review committee when necessary.
- Coordinate annual open enrollment for health, dental, flexible benefits and group legal plan for City and School employees.
- Assist Benefits Coordinator in set-up of a COBRA compliance program; represent or assist Benefits Coordinator at meetings.
- Meet with outside vendors and research available software programs.
- Attend benefit seminars, conferences, etc.
- Coordinate and complete special projects, as necessary.
- Perform related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of bookkeeping terminology, methods, procedures and equipment; thorough knowledge of standard office procedures, practices and equipment; general knowledge of accounting principles and related data processing equipment; ability to understand and follow oral and written directions; ability to establish and follow detailed work procedures; ability to post accounts and to perform mathematical computations with speed and accuracy; communication skills for relaying financial information to federal, state and local agencies with tact and diplomacy; ability to apply microcomputer skills to software packages for complex tasks; ability of attention to detail.

EDUCATION AND EXPERIENCE

Required:

High School Diploma or GED.

Experience as a Benefits Secretary or a Benefits Assistant.

Preferred:

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: Reviewed 5/19, 7/20
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