



## **BENEFITS SPECIALIST II**

### **GENERAL RESPONSIBILITIES**

Under limited supervision, perform supervisory responsibilities in support of benefits administration for employees and retirees in the areas of customer service, data analysis, technical support, and financial management. Participate in special projects as directed by management.

### **ESSENTIAL TASKS**

(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.)

#### **Customer Service/ Retirement/PHSA**

Provide supervisory customer service support

- Provide customer support for employees, retirees, and PHSA participants.
- Research and resolve eligibility, enrollment, claims and payments with vendors.
- Coordinate execution and distribution of retiree and PHSA notifications.
- Ensure legal compliance of PHSA notices and manage COBRA Solutions account.
- Provide advanced benefit enrollment review (double employees, qualifying events, court orders, grandfathered employees, age catch-up, and summer coverage).
- Coordinate evidence of insurability coverage and claims.
- Prepare and conduct presentations on benefit plan information.
- Plan and coordinate benefit fairs, seminars, and registrations.
- Research and resolve HR/Payroll system/plan setup errors in benefits module.
- Develop content for handbooks, newsletters, website, notifications, presentations, and education materials. ☐  
Develop written processes and procedures.
- Participate in Request for Proposal (RFP) review/meetings and contract preparation as needed. ☐ Coordinate conversion of benefits coverage.
- Performs related work as required.

#### **Data Analysis/Technical Support/Financial Management**

Manage the technical support of the benefits module in HR/Payroll system, perform data transmissions, data analysis and manage plan payments

- Build and test new benefit plans, changes, and upgrades in HR/Payroll system.
- Analyze and resolve system errors in benefits module of HR/Payroll system.
- Coordinate data transmission and payment process with new vendors.
- Extract and transmit electronic data from HR/Payroll system for reporting to vendors.
- Prepare Crystal reports and coordinate completion of technology requests for programming. ☐ Establish/manage web enrollment.
- Manage data reconciliations and payment to benefit plan vendors (deposits, wires, pull accounts). ☐ Prepare benefits data reporting.
- Performs related work as required.



**KNOWLEDGE, SKILLS AND ABILITIES**

Advanced knowledge of laws and regulations governing benefits administration and employee benefits plans, including termination, leave, and retirement policies relating to continuation of health benefits. Knowledge of generally accepted accounting principles and the ability to perform mathematical computations with speed and accuracy. Considerable experience resolving claims, eligibility, and enrollment issues, and researching and resolving data/coverage discrepancies. Ability to perform technical and administrative work involving program set-up, maintenance, data extraction and analysis, and problem resolution associated with the use of the program. Ability to effectively communicate, both orally and in writing with internal and external contacts at all levels, with ability to make effective presentations before committees, boards, and other groups. Strong computer skills with ability to export and convert data for manipulation and reporting.

**EDUCATION AND EXPERIENCE**

**Required:**

One (1) year of supervisory experience.  
Four (4) years of experience in benefits administration.  
Proficiency in Microsoft Word, Excel, and Outlook.

**Preferred:**

Bachelor's degree.  
GBA (General Benefit Administration) or RPA (Retirement Plan Associate) certification in CEBS series.  
Experience working with a Human Resource Information System (HRIS).  
Proficiency in Access, and PowerPoint.  
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: Exempt	Description: 5/17, 7/20
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