

Benefits Specialist

Purpose Statement

The job of Benefits Specialist is done for the purpose of providing support to the delivery of human resource services with specific responsibility for performing a variety of technical duties in support of the benefits program for all new and active District employees and Consolidated Omnibus Budget Reconciliation Act (COBRA) participants; acting as a liaison between employees and vendors; resolving insurance benefits, reporting and reconciliation problems; providing information to new and current employees, providers and administrators; and ensuring employee proof of coverage and accurate billing.

This job reports to Assigned Supervisor

Essential Functions

- Acts as contact between vendors and employees for the purpose of ensuring research and communication with vendors on complex eligibility/coverage issues.
- Assists personnel (e.g. providing supplemental retirement savings processes, participating in open enrollment fair, etc.) for the purpose of verifying eligibility, conveying information and providing necessary mentoring.
- Compiles documents (e.g. a variety of records and files related to benefit programs, forms, claims, flexible spending account enrollments, changes and terminations, etc.) for the purpose of providing information and ensuring accurate eligibility certification for appropriate coverage.
- Consults and advises employees and applicants (e.g. regarding benefit processes and policies, providing calculations of benefit costs, etc.) for the purpose of providing accurate employee benefit information.
- Coordinates Benefits Department processes as directed (e.g. Medical Support Notices from Department of Child Support Services, benefit calculations for County Department of Child Support Services, etc.) for the purpose of ensuring accurate eligibility, reconciliation of billing prior to payments and compliance with contractual provisions.
- Generates correspondence to employees (e.g. eligibility, benefits coverage, timely processing of benefit information, etc.) for the purpose of communicating district benefit policies, ensuring compliance with collective bargaining agreements, and ensuring consistency with District policies and legal regulations.
- Maintains documents related to health benefits for the purpose of ensuring accurate archiving for future reference.
- Monitors monthly COBRA payments and disabled dependent certificates for the purpose of providing an up-to-date reference, implementation and audit trail.
- Participates in meetings, workshops and seminars as assigned for the purpose of conveying information and training appropriate personnel.
- Prepares information for the purpose of ensuring accurate communication of employee benefits information.
- Provides assistance with employee orientation for the purpose of providing accurate benefits information for employees and ensuring accuracy of records.
- Provides a variety of benefits processes, information, and support to Human Resources personnel for the purpose of ensuring compliance with all legal requirements and District regulations.
- Resolves conflicts with benefit providers and employees for the purpose of verifying eligibility, coverage, interpretation, and claims processing.

- Responds to unemployment claims (e.g. providing resignation letters, reasonable assurance letters, affidavits in lieu of court appearance, etc.) for the purpose of providing timely response and generating needed documentation.
- Supports assigned administrators for the purpose of providing information used to make operational decisions regarding benefits.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, technical tasks with a need to occasionally upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: applying district, state and federal policies and regulations; operating standard office equipment; preparing and maintaining accurate records; planning and managing projects; utilizing pertinent software applications; analyzing data; applying assessment instruments; classifying data and/or information; and training others.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: codes, regulations & laws related to functions; components of District benefits program; Human Resources practices; codes/laws/rules/regulations/policies; practices of personnel administration; and practicing cultural competency while working collaboratively with diverse groups and individuals.

ABILITY is required to schedule a number of activities, meetings, and/or events; often gather, collate, and/or classify data; and use basic, job-related equipment. Flexibility is required to work with others in a wide variety of circumstances; analyze data utilizing defined but different processes; and operate equipment using defined methods. Ability is also required to work with a diversity of individuals and/or groups; work with data of varied types and/or purposes; and utilize specific, job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data frequently requires independent interpretation of guidelines; and problem solving with equipment is limited. Specific ability based competencies required to satisfactorily perform the functions of the job include: communicating with diverse groups; meeting deadlines and schedules; maintaining confidentiality; working with constant interruptions; performing administrative support duties; responding to inquiries in a timely manner; working independently and working with detailed information/data; maintaining confidentiality; assessing issues, and providing solutions; providing accuracy and attention to detail; analyzing issues and determining appropriate courses of action; organizing tasks; setting priorities; and working as part of a team.

Responsibility

Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; operating within a defined budget. Utilization of resources from other work units is often required to perform the job's functions. There is some opportunity to impact the organization's services.

Work Environment

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling, some climbing and balancing, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 90% sitting, 5% walking, and 5% standing. This job is performed in a generally clean and healthy environment.

Experience: Three years experience as a Human Resources Technician or Specialist or equivalent in and educational setting; or three years experience at the level of Department Secretary II within the District. Experience interpreting rules, policies, laws, and regulations; experience working with employees and employment applications in human resources matters.

Education (Minimum): High school diploma or equivalent. Prior work experience in human resources/benefits and college-level coursework in human resources management preferred.

Required Testing

None Required

Continuing Educ. / Training

Maintain Certificates and/or Licenses
District Mandated Training

Certificates and Licenses

None Required

Clearances

Criminal Background Clearance
Tuberculosis Clearance

FLSA Status

Non Exempt

Approval Date

December 14, 2021

Revised Date

Salary Grade

Range 22