

## **EMPLOYEE BENEFITS SPECIALIST**

### **Definition:**

Under general supervision performs a variety of complex, sensitive and specialized customer service and monitoring tasks related to the employee benefits program; explains benefit programs and related policies to employees, retirees and applicable dependents; performs health plan liaison duties and performs related work as required.

### **Essential Duties and Responsibilities:**

The responsibilities and essential duties performed on a frequent and recurring basis by an incumbent include the following:

Explains benefit programs, policies and procedures to employees, retirees and their dependents to include group insurance programs, the employee assistance program (EAP), deferred compensation plans and the California Public Employees' Retirement System (CalPERS) pension plan.

Serves as a liaison between insurance/benefit providers and City employees/retirees to resolve claims, membership and other issues.

Coordinates medical benefit continuation coverage under the Consolidated Omnibus Budget Reduction Act (COBRA).

Reviews physical tasks/working conditions requirements with physicians for post-offer-of-employment physical exams and return-to-work/fit-for-duty exams.

Plans, organizes and conducts health plan and reimbursement plan (RAP) open enrollment periods and benefit orientation programs.

Coordinates specialized employee health related programs to include health fairs, flu shots, blood drives and the catastrophic leave and tuberculosis testing programs.

Coordinates employee enrollments in the City's deferred compensation program.

Serves as a liaison between CalPERS and covered employees.

Reviews, checks and verifies health plan statements for payment.

Distributes, checks and processes health plan change forms.

Performs research related to a variety of health/benefit plan issues.

Operates a personal computer and uses applicable software to input data, produce a variety of reports, correspondence and other material.

Checks, compiles, assembles and records information related to collective bargaining and maintains and updates sensitive and confidential records.

Provides a variety of assistance to other Personnel/Risk Management staff members and to related departmental projects/activities.

Makes oral and written presentations to a variety of employees/employee groups.

**Other Duties and Responsibilities:**

Performs other projects/tasks as assigned.

Lifts and moves boxes of files and records weighing 30 pounds or less.

Assists in staffing the Personnel/Risk Management public counter.

**Class Characteristics:**

Employee Benefits Specialist is a single incumbent confidential class in the Personnel/Risk Management Department with duties specifically related to the employee benefits program.

**Contacts and Relationships:**

The Employee Benefits Specialist has substantial interaction with a variety of City staff, retirees and their dependents. Additional contact is established and maintained with health plan representatives, benefit providers, plan brokers and medical professionals.

**Qualification Guidelines:**

The knowledge and abilities which are required to perform the duties and responsibilities of this class are as follows:

**Knowledge of:**

English usage, spelling, grammar and punctuation.

Basic employee benefit program structure and processes.

Computer applications as they relate to areas assigned.

General office practices and procedures to include recordkeeping.

Customer service techniques.

Data collection, analyses and report writing.

Business math.

**AND**

**Ability to:**

Perform complex employee benefits recordkeeping work.

Learn to understand medical terminology related to employment issues.

Learn and apply City insurance program laws, rules, policies and procedures.

Understand, interpret and explain regulations, rules, policies and procedures related to area assigned.

Work under limited supervision and use independent judgment and initiative.

Make accurate mathematical calculations.

Operate a personal computer and use applicable software.

Understand and carry out oral and written instructions.

Conduct basic research and analysis and prepare clear and accurate reports.

Communicate effectively orally and in writing.

Establish and maintain effective relationships with those contacted in the course of work.

Deal effectively with current and former employees and their dependents in sensitive situations and maintain the confidentiality of sensitive information.

Meet the public with courtesy and tact.

**A typical way to obtain the knowledge and abilities is as follows:**

**Education:**

An Associates Degree from an accredited college in human resources management, public administration, business, accounting, or a closely related field.

**AND**

**Experience:**

Three years of progressively responsible experience at a level equivalent to Clerical Assistant III or higher to include substantial public, employee or customer contact work and some employee benefit plan experience.

**Special Requirements:**

Must be able to work a flexible schedule to accommodate City needs.

**Other:**

Experience in a personnel related/human resources setting and industry related training or certification preferred but not required.

**Physical Tasks and Working Conditions Include the Following:**

Work is performed in an office environment and requires sitting for prolonged periods of time and use of a computer keyboard and screen. The incumbent stands, walks and may reach, bend, twist, crouch and kneel, grasp, push, pull, drag and lift boxes of files and records weighing 30 pounds or less. An incumbent must be able to meet the physical requirements of the class and have mobility, vision, hearing and dexterity levels appropriate to the duties to be performed.

**Fair Labor Standards Act Designation:** Non-exempt.

Class History:

Revised July 2003

Revised August 1998