



CLASSIFICATION NO. 859
Established: 10/24
FLSA: Exempt
EEO: 2

BENEFITS SPECIALIST

CLASS CHARACTERISTICS

Under general supervision, to perform a variety of routine to complex technical and administrative duties in support of the County's employee benefits, health and welfare programs; to serve as technical expert and resource to County employees, retirees and their family members; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Department of Human Resources provides a comprehensive range of human resources services to County departments and employees, including employee recruitment and selection, personnel ordinance and policy administration, position classification and compensation, organizational development, employee training and development, benefits and leave administration, risk management, workers compensation, liability and casualty claims management, human resources information systems, labor and employee relations and collective bargaining.

The Benefits Specialist is responsible for a variety of specialized, technical functions and services related to employee benefits. Work is performed with minimal supervision and incumbents have latitude for exercising independent judgment and initiative within established policies, guidelines, and procedures. Incumbents participate in maintaining compliance with employment and benefits related laws and act as a benefits liaison for County employees, retirees and their family members.

The Benefits Specialist differs from the Benefits Coordinator which is responsible for the planning and coordination of services and activities related to the County's employee benefits programs and has lead work and budget responsibilities.

TYPICAL TASKS

Duties may include but are not limited:

1. Provides benefit information to participants ; explains employee benefit programs and eligibility requirements; provides more comprehensive benefits orientation as needed.
2. Reconciles billing statements for assigned benefits plans; in timely manner, identifies and resolves discrepancies, prepares journal entries and fund transfers; processes claim payments for self-insured health plans.
3. Serves as liaison between benefits carriers and plan participants; researches and resolves problems and questions regarding benefit eligibility, types and cost of coverage, and eligibility of dependents.

4. Maintains a variety of records, logs and reports related to employees benefits, general benefits information, COBRA, retirement and assigned activities; establishes, updates and maintains records and filing systems.
5. Assists in administering employee benefits employees and retirees during onboarding, open enrollment and life event changes; facilitates enrollment in benefits systems, and audits employee, retirees and dependent eligibility to ensure data integrity and compliance.
6. Ensures accurate and timely payment of vendor bills relating to benefits programs.
7. Assists with annual open enrollment processes; provides input regarding updates to the benefit information on the County website.
8. Researches, compiles, organizes, and reviews data to verify facts, resolve discrepancies, or provide statistical information; researches and reports on information related to contract proposals.
9. Responds to benefit questions from managers, supervisors, employees, retirees, COBRA participants and applicants and refers questions requiring more in-depth contract or policy interpretation to senior HR staff.

REQUIRED KNOWLEDGE AND SKILLS

Working knowledge of: Principles and practices of benefits administration; applicable Federal and State laws, rules, acts, regulations ordinances and guidelines governing employee benefits and health and welfare programs; employee benefits programs including retirement, COBRA, disability and health plan eligibility and enrollment requirement; human resource information systems; methods and techniques of research, analysis and claims administration; report preparation and presentation methods and techniques; basic math.

Some knowledge of: Principles and practices of public administration; County government organization and operations.

Skill to: Learn, interpret and apply employee benefits laws, codes, rules and regulations appropriately; stay current on laws, practices and trends in human resources health and welfare benefit programs; read, interpret, implement and communicate a variety of complex laws, guidelines, initiatives and policies; Collect, compile and analyze information and data; enter variety of information into data bases; prepare clear and concise reports; perform accurate math calculations; communicate effectively, both orally and in writing; establish and maintain effective working relationships with County employees, retirees, family members and vendors; maintain confidentiality and demonstrate discretion, initiative and good judgment; assure efficient and timely delivery of program services, projects and activities; learn and use a variety of technologies and software programs, such as Microsoft Office Suite, HRIS and other software programs.

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications

and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

Experience: A minimum of three (3) years of related experience which must include one (1) years of specialized benefits experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications: None required.

PRE-EMPLOYMENT REQUIREMENTS

Driving is required for County business on a regular basis or to accomplish work. Incumbents must possess a valid driver's license and possess and maintain an acceptable driving record throughout the course of employment.