

## **Benefits Assistant**

### **Purpose Statement**

The job of Benefits Assistant is done for the purpose/s of providing support to the delivery of human resource services with specific responsibility for assisting with all aspects of employee benefits and benefit information; resolving insurance benefit, retirement, reporting and reconciliation problems; providing information to new and current employees, providers and/or administrators; and ensuring employee proof of coverage and accurate billing.

This job reports to Benefits Coordinator

### **Essential Functions**

- Administers employee benefit and worker's compensation programs in compliance with carrier contracts (e.g. enrolling new employees, explaining benefit options, organizing benefit fairs, mediating benefit eligibility and payment issues, open enrollment, filing claims, return to work, etc.) for the purpose of providing maximum coverage to employees within contract specifications.
- Assists personnel, beneficiaries and/or insurance providers (e.g. employee portal, etc.) for the purpose of verifying eligibility, conveying information and processing claims.
- Distributes documents (e.g. open enrollment packets, new/change forms, fringe benefit packages, flyers, identification cards, etc.) for the purpose of providing information and proof of insurance coverage/s.
- Maintains a variety of benefit information (e.g. provider contracts, claim files, employee records, etc.) for the purpose of providing an up-to-date reference and audit trail.
- Participates in meetings, workshops and seminars as assigned for the purpose of conveying and/or gathering information required to perform functions.
- Prepares written materials (e.g. reports, memos, letters, student IDs, etc.) for the purpose of documenting activities, providing written reference, and/or conveying information.
- Processes a variety of benefit information for the purpose of completing enrollment/changes within program guidelines.
- Reconciles enrollment forms and billings to employee records (e.g. COBRA, disability, retirement, health, FMLA, etc.) for the purpose of ensuring accurate eligibility and payment information and complying with contract provisions.
- Researches discrepancies between employee, payroll, benefit provider/s, and government agencies for the purpose of ensuring accuracy of records and maximizing eligible payments.
- Resolves conflicts with benefit providers for the purpose of verifying eligibility, conveying information and processing claims.
- Supports assigned administrators (e.g. calculating sick leave by-backs, preparing special reports, etc.) for the purpose of providing information from which to make operational decisions.

### **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 single, 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; and utilizing pertinent software applications.

KNOWLEDGE is required to perform algebra and/or geometry; 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 the job functions; concepts of grammar and punctuation; accounting/bookkeeping principles; business telephone etiquette; codes/laws/rules/regulations/policies; and office application software.

ABILITY is required to schedule 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 variety of circumstances; analyze data utilizing defined but different processes; and operate equipment using standardized methods. Ability is also required to work with a wide diversity of individuals; work with a variety of data; and utilize a variety of 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 to moderate. 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; working with detailed information/data; 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; tracking budget expenditures. 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: some 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. The job is performed in a generally hazard free environment.

**Experience:** Job related experience is required.

**Education:** High school diploma or equivalent.

**Equivalency:**

## **Required Testing**

Job-Related Skills Proficiency Test

## **Continuing Educ. / Training**

## **Certificates and Licenses**

## **Clearances**

Criminal Justice Fingerprint/Background Clearance

## **FLSA Status**

Non Exempt

## **Approval Date**

## **Salary Grade**