



CLASS SPECIFICATION

Class Code: 60018651
Date Established: 05/1999
Last Reviewed: 12/2021
Last Revised: 12/2021
Last Title Change:
FLSA: non-exempt
Probation: 12 months

BENEFITS SPECIALIST

DEFINITION

Under general supervision, provides technical assistance to the health benefits and supplemental benefit programs for Washoe County employees, their dependents, and retirees; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Two years of full-time experience providing support to the administration of employee benefit programs, which includes processing benefit enrollments, determining benefits eligibility, adjustments and billing accounts OR an equivalent combination of training and experience.

LICENSE OR CERTIFICATE

None.

SUPERVISION EXERCISED

Exercises no direct supervision.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Serve as a primary resource of information regarding benefit plans, policies, and procedures; interpret benefit plan documents, claims data and program guidelines, regulations, and policies; handle inquiries on the telephone and in person; answer questions and provide information where judgement, knowledge and interpretation are called for; resolve complaints and refer inquires to appropriate resources as necessary.

Provide administrative and customer support to supplemental benefit programs including flexible spending programs, health savings accounts and life insurance; liaison with insurance carriers, administrators, and other partners to maintain accurate records, resolve problems and assist with benefit plan compliance.

Monitor eligibility reports and enrollment changes to ensure coverage for all eligible participants (including COBRA, dependents, and retirees) in the various benefit programs by reviewing enrollment changes in the County's enterprise system and transferring information electronically to the third-party administrator(s) and other benefit vendors; notify appropriate vendors of any discrepancies to ensure that eligible employees obtain coverage in a timely manner.

Coordinate open enrollment periods by providing key dates, informational presentations, relevant benefit documentation and forms to enrollees/retirees, in person or by mail.

Draft and review communication materials to include postings for internal and external webpages, email communications, letters, flyers, and all related promotional and educational materials.

Participate in technology upgrades by providing workflow information, assisting with testing, and other work process improvement initiatives.

Generate and process all Purchase Orders required by the benefits programs, ensuring accuracy of cost centers and account numbers; process any ensuing change orders as necessary and requested.

Notify employees on leave without pay, or other special pay status, of their benefit coverage and arrange for premium payments.

Compile data and maintain statistics on usage, claims experience and costs of the various plans to assist in the completion of administrative studies and reports.

Initiate and maintain resource materials (e.g., claim forms, benefit booklets, information sheets), and update and distribute as necessary.

Participate and assist in the coordination of health and benefit events; coordinate employee notifications and other aspects to educate employees, and distribute information about benefits and special wellness issues.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Departmental/divisional policies and procedures.

All employee benefit programs offered by Washoe County.

Federal, state, and local legislation, rules, and regulations applicable to County benefit programs.

Management information systems and software programs used in the assigned area.

Ability to:

Analyze and interpret comprehensive benefit program information and perform a variety of complex, specialized analytical studies.

Carry out assigned projects to their completion with a focus on process improvement and use of technology.

Coordinate schedule and logistics of events such as open enrollment, benefit fairs and training programs related to benefit programs.

Present information in a group setting.

Explain the nuances of complex program material in a manner understandable to employees.

Entry Level (Applicants will be screened for possession of these through written, oral, performance or other evaluation methods.)

Knowledge of:

Employee benefit programs, including familiarity with a variety of coverage and program concepts.

Methods and techniques of data collection and summary reporting.

Methods and techniques used in record keeping.

Ability to:

Read and interpret employee benefit plan documents, state statutes, federal legislation, program rules, regulations, collective bargaining agreements, policies, and procedures.

Perform mathematical calculations associated with accounts maintenance.

Compile, tabulate and interpret data and information.

Operate Microsoft Office Suite applications and standard computer software applications.

Review documents with attention to detail.

Meet with individuals one-on-one to explain benefit programs.

Act with honesty and integrity; exercise appropriate discretion and maintain confidentiality of information.

Remain polite, tactful, and diplomatic in stressful situations; provide a high degree of customer service.

Write correspondence, memoranda, administrative summaries, reports, and other documents in a clear, concise manner to address the desired audience, using correct grammar and word usage.

Communicate in a clear, concise manner, both orally and in writing.

Establish and maintain cooperative working relationships with all those contacted in the course of work.

SPECIAL REQUIREMENTS *(Essential duties require the following physical skills and work environment.)*

Ability to work in a standard office environment. Ability to lift and carry objects weighing up to 30 lbs.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.